

## Vector Informatik optimizes software training with deskMate - Moodle integration

**Vector Informatik GmbH**, headquartered in Stuttgart, Germany, is the leading manufacturer of software tools and components for the development of electronic systems and their networking with a wide variety of systems, from CAN to Ethernet.



### Background

For years, the company's training organization has successfully relied on Moodle as its learning management system to manage learning content, courses, and participants. At the same time, the organization used the deskMate environment to provide virtual training computers for hands-on training courses worldwide.

However, the previous process was cumbersome and not ideal: for each training course, the organization had to create the course environment **both in Moodle and separately in the deskMate backend**. Trainers and administrators had to maintain the information twice - such as participant numbers, course names, or time periods - which not only meant additional work, but also increased the risk of inconsistencies.

For participants, however, the path to their virtual training desktop was not very intuitive. Access data and links were sent by email, but some customers' inboxes were so full that they got lost. This led to delays in starting the training and caused additional support work.

### Challenge

The main challenge was to merge two established systems - Moodle and deskMate - without the organization having to reinvent its well-established processes. The solution should enable:

- **Create training courses centrally in Moodle** without having to create them in parallel in the deskMate backend.



**Success Story**  
**Vector Informatik**  
**Stuttgart**  
**Germany**

*"The integration greatly simplifies our processes and saves us a lot of time. At the same time, our customers benefit because they can find their training computers directly in Moodle."*

**Nadja Draskovic**  
**Technical Training**  
**Developer**  
**Vector Informatik**

- **Quickly add users**, even if training courses have already started or are about to begin.
- **Reduce sources of error** that previously arose due to duplicate data entries.
- **Give participants direct, easy access** to the virtual training computer in the Moodle course.
- **Provide trainers and administrators with transparency** about all participants and their training computers.

## Solution

The new **deskMate - Moodle integration**, developed in collaboration with Moodle experts **Soon-Systems**, has solved this very challenge. From now on, training courses created in Moodle will automatically appear in deskMate.

## **The main advantages for Vector Informatik:**

1. **Everything in one tool**
  - Training courses and virtual training environments are created centrally in Moodle.
  - All relevant settings correspond to those of the deskMate backend.
  - Moodle-specific functions (e.g., conditions for different groups) can be combined.
2. **Automated participant management**
  - New registrations for Moodle courses automatically generate the appropriate deskMate user and virtual training computer.
  - Spontaneous late registrations are no problem—no manual intervention by IT is required.
3. **Easier access for customers**
  - Participants can find their virtual training computer directly in the Moodle course.
  - No more lost emails or separate links.
  - A consistent user experience that looks more professional and clearer.
4. **Role and name management**
  - Moodle roles can be freely defined and linked to deskMate roles.
  - Participant names are transferred automatically - trainers can immediately see who is working on which desktop.
5. **Seamless synchronization with deskMate**
  - New training courses appear immediately in the deskMate backend - including a participant overview.
  - Adjustments (e.g., individual extension of individual accesses) can be made at any time.
6. **API functionality for maximum flexibility**
  - Additional functions can be integrated via the deskMate API interface.
  - Thanks to its open API, deskMate can **also be integrated into any other learning management system (LMS)**.
  - This means that training organizations remain independent of any single platform and can design their IT landscape to be flexible in

*„The Moodle integration demonstrates how flexibly deskMate can be integrated via our API. We are delighted that our solution simplifies processes while creating an optimal learning experience for participants.“*

**Michael Kurz**  
Managing director  
Kivito

the long term.

## **Results**

Integration has significantly simplified everyday work at Vector.

- **Less effort for training organization:**

Instead of creating courses twice, the entire setup now takes place in Moodle. This saves time, avoids errors, and reduces the workload for the team.

- **Significantly improved user experience for participants:**

Customers start their training directly from Moodle. The training computer is part of the course and is no longer tied to email communication.

- **More transparency and control for trainers:**

Trainers can immediately see which participant is using which training computer and can provide more targeted support.

- **Flexibility in implementation:**

Special arrangements, exam setups, or additional participants can be implemented spontaneously and easily.

- **Positive effect on the overall picture:**

The integration not only has an internal effect, but also improves customer perception - fewer support cases, more professional processes, and greater overall satisfaction.

## **Conclusion**

With the introduction of **deskMate - Moodle Integration**, Vector Informatik's training organization has optimized its training processes in the long term. The previous additional effort required by parallel systems is no longer necessary, participants receive smooth access, and trainers have all the information they need at a glance.

Thanks to **deskMate's API functionality**, the solution is not limited to Moodle. This ensures that the organization remains as flexible and independent as possible in the future.

The solution is an example of how thoughtful integration makes a difference - less effort for the organization, a better user experience for customers, and more flexibility for trainers.

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