

**Company Profile**

Connected life services

Client Since

July 2015

Solutions ProvidedLinux Academy Teams
Cloud,
AWS Lambda
Puppet & DevOps content**About Asurion**

Asurion is a provider of technology protection to the world's largest wireless carriers, trusted retailers and popular device manufacturers.

Asurion Tackles Public Cloud with Linux Academy

Company Reduces Time to Market for New Technologies via Unique Training Paths

>_ Client

As the global leader of connected life services, Asurion provides over 290 million consumers around the world with simple, intuitive technology advice to help them get the most from their devices. This includes support to fix customer issues and connectivity crisis, and device protection to ensure they receive a replacement or repair. Asurion's 17,000 employees are focused on solving the problem with people and processes. As such, they operate 24 hours a day, seven days a week, speak six languages, and work across any device, platform, or provider. By partnering with leading retailers, mobile carriers and pay-tv providers, Asurion helps customers enhance their lives through technology.

>_ Challenge

To support its highly technical business offerings, Asurion's IT department is robust, employing some 2,000 IT professionals all ranging in different backgrounds and proficiencies. While Asurion has its own private cloud, a recent push into the public cloud space (Amazon and Azure) created a demand for training. Asurion turned to Linux Academy to help support these training needs.

Asurion leadership made it a priority for full-time IT employees to follow one of two internal training initiatives: Cloud Comfortable or Linux Qualified. Cloud Comfortable focuses on familiarity with Amazon Web Services (AWS), but the requirements/expectations for their individual levels of "comfort" in the cloud varies by position.

The other initiative, Linux Qualified, does not necessarily mean "Linux Certified." Employees follow Asurion's Linux Learning Path and then study to pass Asurion's Linux Assessment (both curated from Linux Academy content). If they pass, employees earn elevated rights within the platform.

>_ Solution

Asurion's IT leadership mapped out some 450 full-time employees to determine if they would follow one of the two internal training tracks (Cloud Comfortable or Linux Qualified) leveraging Linux Academy content. Since they cannot dedicate entire teams to training at once, employees are cycled through coursework as they complete trainings. The goal being to attain 75 percent of employees as Cloud Comfortable.

By utilizing Linux Academy's tools for enterprise teams, it's possible for directors to customize learning paths for each team based on their variation of "cloud comfortable." This means, some teams are extremely active on the platform, while some are just using certain pieces of content. For Solutions Engineers, their usage falls into building out environments correctly to support business operations. For the Automations Team, they are using it to write scripts and get languages down, like AWS Lambda, Puppet and DevOps.

Directors even work directly with Linux Academy to create custom Assessments to test newly learned skills in application. For example, those pursuing the "Linux Qualified" designation have to pass a final Assessment to gain advanced access at Asurion. Assessments serve as a completion check mark for those employees to validate their training accomplishment.

“It was a huge uplift in people's ability to know how to navigate the public cloud, and how to do builds. The goal was to greatly reduce time to market, and we definitely saw gains by getting people comfortable with using that space first through Linux Academy.”

– David Johnson, Senior IT Mgr. SSE, Asurion

>_ Results

After partnering with Linux Academy, Asurion feels positively about the progress made on its training effort. Not only has the IT department found a manageable way to bring a large number of employees up to speed, the effort has already made an impact on their overall business.

Since leveraging Linux Academy, Asurion has taken on a new DevOps model. They are now able to align dedicated teams to a specific customer or portfolio. This alignment has led to significant efficiencies and knowledge sharing among teams. Team members are now more comfortable with common tasks, and can confidently do things for themselves instead of submitting tickets to get it done, reducing downtime.

With the resources and team to support public cloud, Asurion has greatly their reduced time to market. Their operations team is more comfortable in the public cloud space. They are able to build an environment quickly, supporting the growing IT needs of the business. The response from the teams in training has been overwhelmingly positive. Many were surprised by the sheer volume of information available to them through Linux Academy. Initial expectations thought the platform would offer introductory or high-level information, and instead teams were excited to find in depth information and useful insights.

For leadership, the advanced reporting through Linux Academy has helped track, segment and share team progress and performance. Team leaders are able to manipulate their dashboard and review activity by team, course or completed segments. This allows for regular reporting and sharing with directors to ensure key performance and training metrics are met.