



Company Profile

Web hosting

Client Since

January 2015

Solutions Provided

Web hosting content

Linux Plus

LPI & AWS courses

About Media Temple

Media Temple is a Los Angeles-based company providing people-powered web and cloud hosting solutions.

Linux Academy Helps Media Temple Scale Services

Company Sees 30 Percent YoY Increase in Agent Advancement

>_ Client

In business since 1998, Los Angeles-based Media Temple helps web designers, developers, creative agencies and enterprises focus on their business by taking care of their hosting needs. Media Temple's services power more than 1.5 million websites in 100 different countries. More than 125,000 people and businesses rely on their tools for web hosting, one-click WordPress installs, virtual servers, domain registration, business applications, and other cloud services. From everyday people to top bloggers, creative professionals, and businesses small and large, Media Temple makes it easy for anyone to have an effective, engaging Internet presence.

>_ Challenge

Media Temple's customer support department is responsible for providing award-winning customer service 24/7. When the company decided to leverage Amazon Web Services (AWS) to power some of their hosting solutions, 100+ customer agents needed to be brought up to speed quickly on the new technology.

With a small training team, who is also responsible for new hire training and other operations, Media Temple realized the challenge ahead. The company needed to train its agents, while maintaining the excellent customer support the company is known for with little to no downtime. Leadership decided the best option would be to outsource its new training needs to an external vendor.

>_ Solution

With endorsements from several of its customer support agents, already familiar with the platform, Media Temple selected Linux Academy to support its internal training needs. Chosen primarily because of its niche focus on server and Web hosting content, Linux Academy also proved to be the most cost-effective solution in regard to the depth and breadth of content available.

Linux Academy worked with Media Temple to weave coursework into the company's internal training system, complementing existing employee curriculums. Team members were required to complete certain Linux Plus, LPI and AWS courses in the system in order to move up to Level 2 status, or earn a promotion at the company. The end goal for Media Temple was to increase the team's overall technical knowledge to the level of a systems administrator.

To further motivate the agents, Media Temple gamified the Linux Academy curriculum. Prior to the native point system Linux Academy now offers teams, Media Temple assigned a point value for completing lessons, quizzes and labs. The agents with the most points won a prize, as well as the team with the most cumulative points. The agents really enjoyed this challenge, as they got to learn and compete simultaneously.

“ The thing that really stood out about Linux Academy was its server-based content that relates directly to web and cloud hosting. Competitors were more focused on development rather than addressing our needs head-on. ”

– Eric Shure, Director of Customer Support, Media Temple

>_ Results

Media Temple started out with a small team account, but quickly ramped up to 100 licenses. Every team member could access the coursework from home, many going well beyond the assigned curriculum to devour hundreds of hours of video.

After a year on the platform, Media Temple sees Linux Academy as one of the best continuing education investments made for agents. While it's hard to quantify overall growth in technical abilities, anecdotally, the team has been handling customer issues even faster than before. Additionally, employees going beyond the assigned coursework to dig deeper into the platform's content are all performing at a higher level and the difference in output is apparent to managers.

While the super-users certainly enjoy it and reap more benefits, the team's response to Linux Academy as a whole has been positive. For the training team, Linux Academy has brought peace of mind. They no longer need to worry about getting, and keeping, the technical team up to date—Linux Academy manages that burden for them. In terms of getting employees' technical abilities up to speed fast, the team is confident it will continue to reap the benefits for years to come.

In just six months, Media Temple ushered eight agents into higher-level technical positions – a 30 percent increase year over year.