



Leveraging Our Services to
Grow Your Business

Security Company Empowers Customers with Just-in-Time Learning

ANI partners with Contrast Security to deliver critical learning that enables rapid product adoption.

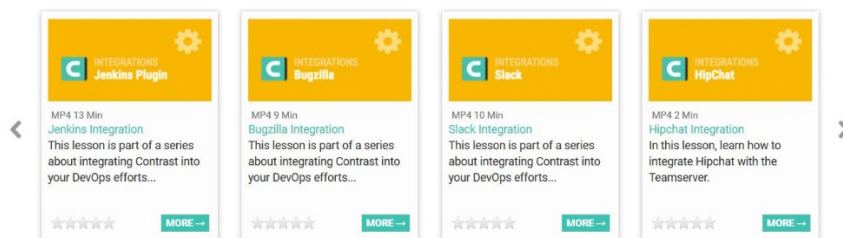


Contrast Security is the world's leading provider of security technology with a bold new secure technology platform that transforms application security by making software self-protecting. Their patented deep security instrumentation is the breakthrough technology that enables highly accurate assessment and always-on protection of an entire application portfolio, without disruptive scanning or expensive security experts.

Key Achievements

In under 3 months

- Produced over 160 run time minutes of original microlearning content
- Enabled the Contrast Security customers to subscribe to the portal and access all microlearning content
- Delivered over 30 microlearning videos and 7 microlearning courses to customers



The Challenge

Contrast Security's goal is to transform everyone responsible for software into defenders of their company, protectors of company data, and guardians of their customers' personal information. To accomplish this, they must act as ready resources to customers as they install, configure, and integrate apps with this secure platform. As threats evolve rapidly, so must Contrast Security's tools and defenses. The legacy approach of spending considerable time and resources to create and facilitate in-depth customer training does not suit their business model or match their organizational goals. They must have an agile learning development strategy and a flexible training portal that enables them to quickly and affordably create, share, and update their customer training library.

When it comes to learning management, it's easy to get lost in all the systems. But ANI's combination of learning services and customized portal make it simple to get valuable training to our team and our customers. By making basic information engaging and accessible, our support team is free to build relationships around more complex customer needs.

-VP of Customer Success

The ANI Solution

ANI's first step to meet Contrast Security's needs was to develop a microlearning strategy that addressed their organizational challenges and goals. To execute on the first phase of that strategy, ANI assembled a services team to consult on and produce Contrast-created video content, design a custom microlearning portal, develop and implement a taxonomy that enables users to quickly and accurately access content that is relevant to them, and deploy Contrast's learning content. The first phase has been successfully implemented, and the partnership between ANI and Contrast Security is ongoing. ANI continues to produce new and updated content, keep the taxonomy up to date, and implement changes to the portal that meet the evolving needs of Contrast Security and their customers.

The Results

- Greatly reduces the time Contrast Security's support team spends walking customers through basic installations and configurations
- Enables rapid creation and deployment of new trainings as tools are updated or added
- Produces detailed analytics on customer engagement
 - Enables Contrast to update training resources that are not popular
 - Enables Contrast to reach out to customers with low engagement
- Enables Contrast to pass cost of training on to their customers with the learning portal's subscription model

For More Information

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