



# Team Earns 40 Certs in 12 Months with ITProTV

James Packer is currently General Manager of Kirk ISS, an IT outsourcing firm based in the Cayman Islands. Although he lives in a tropical paradise now, his journey in IT started nearly 5,000 miles away in England. In an effort to take his education in to his own hands, James started a personal subscription to ITProTV. Listening in the car or watching on the train during his daily commute, he focused on a variety of topics including Microsoft Server 2016, Azure, and Office 365, as well as Apple, and Cisco episodes.



## Challenges

After watching several shows and seeing the benefits, he decided to look in to a corporate membership for his employer, an IT company in London. While they had twenty engineers on staff, they were struggling to keep up to date as the company looked to grow. To keep the staff motivated, James came up with a training plan that incorporated both the carrot and the stick.

## Results

40

Certifications earned in 2017 alone



ROI proven through employee progress tracking



Increased employee engagement

“ I built this structure whereas each time they passed an exam, they would get extra money within their salary.



[Watch the full case study video →](#)



**“ I can safely say, without IProTV, I wouldn't be where I was today, because I only got this job on the back of the qualifications I have.**

## Why IProTV

The system worked. In just a few short years, the staff grew to more than 110 engineers. In 2017 alone, his team earned 40 certifications. James was able to track the team's progress with IProTV's ProPortal where he could see the courses viewed, number of hours watched, and even the practice tests the staff had taken. All the while, James continued his own learning, earning nine new certifications over three years. It would ultimately be those certifications that allowed his family an opportunity to move to paradise. But that hasn't stopped him from continuing to feed his passion for learning – James can often be found poolside, watching IProTV on his laptop.



## About KirkiSS

Organizations throughout the Caribbean rely on KirkiSS to keep their IT resources running smoothly. Their expertise in IT Procurement, Management and Support coupled with a full suite of Cloud services ensures your information is accessible and secure.

**“ They saw I'd added the [Microsoft] Azure and Office 365 certs to LinkedIn and headhunted me and asked me to move out.**



**IT training that's also engaging? Yes!**

Grab the popcorn...it's time for binge-worthy learning™ for IT pros. Ditch the stale, boring voice-over-desktop and join a learning community with training you'll want to watch.