



CASE STUDY

PEGASYSTEMS INTEGRATES AND OPTIMIZES ROBUST CLOUD ARCHITECTURE WITH AWS SECURITY ESSENTIALS TRAINING

By NETCOM LEARNING

The Client

Pegasystems, is a leading American software company based in Cambridge, Massachusetts, that builds software for business process management (BPM), customer relationship management (CRM), and digital process automation. This case study is a walkthrough of how NetCom Learning, the official AWS APN Training Partner, helped Pegasystems find their perfect security solution.

The Challenge: Safety of Organizational Data

Pegasystems were skeptical about their cloud computing security and that all data, systems, and applications were truly protected from data theft, leakage, corruption, and deletion. Hence, Pegasystems was in critical need of a comprehensive cloud security solution that protects cloud data and apps, prevents compromised accounts, and allows you to set security policies on a per device basis.

The Solution: Cloud Security Solutions

Organizations fear that their data might not be safe, and they are in search of a solution that assures them of complete network security. When adopting cloud technology, security is one of the most critical issues and hence it is necessary to understand and identify the challenges of outsourcing data protection in the cloud. This is where cloud security comes into play - it offers all the functionality of traditional IT security and allows businesses to harness the many advantages of cloud computing while staying secure and confirming that data privacy and compliance conditions are met.

Understanding the Root of the Problem

Security threats are continuously progressing and becoming more complex, and cloud computing is no less at risk than an on-premises environment. Therefore, it is crucial to work with a cloud provider that offers best-in-class security that has been customized for your infrastructure.

Assessing the Cloud Skills-gap

NetCom Learning did a skill assessment for Pegasystems's workforce and discovered that many of them were lacking both fundamental and the most in-demand cloud skills, which is a must-have considering Pegasystems is a software development company. The same issue was addressed by the organization as well, that the workforce is not ready to embrace and provide security solutions for our customers since they are not well versed in the cloud. After the skill analysis, we concluded that they were in serious need of a course comprehensive of architecture and security expertise on a notable public cloud platform. Hence, we chose AWS Security Essentials- the top security solution for this organization.

The Outcome: Bridging the Gap with the Right Learning Path

The need for the hour for Pegasystems was to ensure that they are protected from unauthorized access, data breaches, and other threats. To ensure this, they needed the right cloud security solution for their business. Since NetCom Learning is an official AWS APN Training Partner, we suggested the AWS Security Essentials course for the Information Technology and Information Security Department. One major reason why we suggested upskilling the Information Technology and Information Security Department of this organization is because of their significance in establishing the foundation of enterprises' cloud infrastructure and securing AWS applications.

The training was held for the employees in 2 sessions with 13 students in each batch and our AWS-accredited instructors provided customized reading material. By the end of this training, Pegasystems's staff had a complete understanding of AWS as an Infrastructure as a service (IAAS), covering all aspects of end-to-end software and hardware security with logging, auditing, and observance of IT environment in the AWS cloud.

The Client's Success Story: Improved Cloud Security and Productivity

NetCom Learning's main goal was to help Pegasystems's workforce to architect, deploy secure and robust applications on AWS Cloud, and train them on the major components in AWS technology. Based on their current skills, this course helped them in learning what security-oriented services are already available, as well as why and how the security services can help meet the security needs of their organization. Here is what the learners could grasp from our AWS Security Essentials training:

- Understanding of AWS Identity Management and Access Control
- Understanding and securing infrastructure in AWS
- Ensuring data security in AWS
- Monitoring, logging, and auditing in AWS
- Recognizing security benefits and responsibilities when using the AWS Cloud
- Understanding data encryption processes to secure confidential data and
- Outlining and designing architectural solutions based on customer requirements

Going an Extra Mile to Help Organizations Upskill

The training was highly successful, and our client requested to have one day extra access to class labs for the learners. We truly value our clients and leave no stone unturned to extend a helping hand when it comes to learning and upskilling. In an ideal scenario, AWS labs are not extended once the training comes to an end. However, in order to help Pegasystems we collaborated with the management and assigned them labs even after the training was over.

Pegasystems was highly delighted by this compassionate gesture of NetCom Learning. From streamlining cloud services to improved cloud security to enhancing efficiency, our unique training solution helped Pegasystems solve its security challenges fast and transform for a cloud-ready future.

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NetCom Learning is an award-winning global leader in training, learning solutions, and talent development. Since 1998, we've been in the business of helping organizations reach optimal performance results and address challenges by managing all aspects of organizational learning.

With a team of dedicated and knowledgeable learning professionals having deep subject-matter expertise, NetCom Learning has serviced over 80% of Fortune 100 companies. We've helped over 10,000 organizations achieve their business goals by offering a full complement of Managed Learning Services, including IT and business training, curriculum design and content development, learning delivery and administration, consulting and advisory services, and management of learning technology.

We believe that an organization's ability to learn—and translate that learning into rapid action—is the ultimate competitive advantage.



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