

## Customer Education & Partner Enablement

**Driving growth through end-to-end managed enablement and training—delivered with virtually unmatched speed, scale, context and quality**



In today's fast-evolving landscape, effective customer education and partner enablement can accelerate product adoption, strengthen channel performance, and drive revenue growth. Keeping your customers and partners informed, skilled and engaged isn't just a value-add—it's a business imperative. Yet, many organizations often lack the internal capabilities or resources to deliver best-in-class learning programs at scale.

### **Customer education-as-a-service:**

Comprehensive services to help your customers understand and adopt your product offerings through engaging, continuously updated training that simplifies complexity, accelerates adoption and empowers customers to succeed. High-impact design, subject matter specialists, certifications and automated maintenance make it easier to drive stronger business outcomes and lasting loyalty.

### **Partner enablement-as-a-service:**

Enablement services to elevate your partners' adoption and execution of product sales, distribution or delivery through engaging, targeted training and certifications—driving channel sales, unified go-to-market strategies and nurturing loyalty for overall business growth.

## What sets us apart

### **FULL LIFE CYCLE SUPPORT**

From program design and curriculum development to smooth delivery learning technologies and robust analytics, and ongoing measurement and optimization, our end-to-end support is powered by advanced.

### **DEEP PRODUCT KNOWLEDGE**

We have comprehensive 360-degree product and capability knowledge through our ecosystem and alliances. As integrators, resellers, educators, partners and customers of the largest product and technology companies, we bring insights from prerelease product testing and real-world implementations to every engagement—enabling efficient collaboration between product, engineering, sales and customer success teams.

### **BRING PRACTICE TO LIFE**

We believe that practice makes perfect. That's why we help our clients design highly customizable labs to enable their customers and partners to learn and experiment with the products in a safe, immersive environment.

### **GLOBAL REACH, LOCAL IMPACT**

With centers worldwide, we deliver and manage large-scale programs across geographies, helping to ensure consistency and relevance to customers regardless of geography.

### **CONTINUOUS INNOVATION**

Your product needs and customers evolve, and so do we. Deloitte Academies proactively enhances programs with our Operate-to-Transform approach, continually leveraging the latest methodologies, artificial intelligence (AI) and machine learning (ML) technologies, and market insights to keep you ahead.



# Capabilities

## EXPERIENCE DESIGN

Co-creation of learning and certifications tailored to the unique needs of your customers and partners, making even complex concepts feel approachable.

## CONTENT CREATION

Build and continually enhance learning content at speed and scale, leveraging the latest tech stack and AI tools for optimization.

## CERTIFICATION PROGRAMS

Design, develop, validate and operate legally defensible certification programs.

## LIVE LEARNING DELIVERY

Manage facilitation, organize faculty, and deliver engaging learning experiences.

## IMPACT MEASUREMENT

Connect customer education and partner enablement initiatives to business outcomes using analytics and reporting to demonstrate tangible value.

## LEARNING OPERATIONS

Manage end-to-end learning operations, flexibly scale to meet demand, and operate to boost cost-efficiency.

## AI ADOPTION AND MANAGEMENT

Integrate strategic AI practices to build a future-ready education ecosystem for customers and partners.

Ready to scale your growth with high-value customer education and partner enablement—without adding infrastructure?

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