

QUICKSTART

QuickStart Learning, Inc. is the Exclusive IT Training Partner for the Los Angeles Police Department

Customer: Javier Macias, Police Sergeant II – IT Bureau Training Coordinator

Company: Los Angeles Police Department (LAPD)

Industry: State Government/Law Enforcement

Buyer Persona: Government Agency

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Introduction

Since 2015, The Los Angeles Police Department has used QuickStart for IT training in Microsoft, Cisco, ITIL, CompTIA, and other technical training. LAPD's Information Technology Division (ITD) implements technology for the Department and is responsible for technology-related initiatives, all computer hardware, select software systems, network support, systems access, cybersecurity, and the Department's main IT service/help desk.

Efficiency and Cost-Effectiveness are Key

Javier Macias, Police Sergeant II, IT Bureau Training Coordinator of LAPD explains, "The Master Subscriptions save us thousands of taxpayer dollars in training costs each year, and also allow our employees to receive their training quickly, instead of having to go through the approval and purchasing process each time [they need new training]."

The Master Subscription plan is designed to help government agencies keep their workforce up to date in Information Technology products and practices in an economical and efficient way. We provide instant access with an online student portal; students can instantly sign up for more courses and as an added value, they have access to mentors and group bulletin boards.

This effective training option consists of 200+ virtual instructor-led courses, 700+ self-paced courses, and 2,000+ Microsoft Learn self-paced courses. Our virtual instructor-led courses allow employees to learn from and interact with experts in the field of study, with the ability to ask questions and receive direct feedback. The self-paced courses are designed for access across multiple platforms (tablets, phones, and computers) to allow training to fit employees' schedules.



Ability to Track & Manage Learning

A great added benefit to the Master Subscription training plan is the ability to track and manage the learning of individual employees. The features of the QuickStart platform allow for a “Manager Mode” which gives authority to assign courses and deadlines to all employees, as well as assign subscription licenses. The system also provides a personalized learning path and can allow individuals and their managers to track training progress from the beginning all the way to completion.

These features of the Master Subscription have greatly benefitted the LAPD. Javier Macias of the IT Bureau describes how useful trackability is for his department, “QuickStart’s “Manager Mode”: allows us to monitor the progress of each employee’s training. We know who’s getting what training and when, allowing us to see the return on the training investment, and can suggest or assign training as we need to.”

Exclusive Customer Service

The QuickStart Master Subscription plan provides exclusive customer support in the following ways to ensure customer success: new subscriber orientation, tracking of employee participation, a monthly guaranteed-to-run course list that is distributed to subscribers, and periodic usage, review, and feedback meetings with return-on-investment results.

The support we provide to ensure our customer’s success has been beneficial to the LAPD. Javier Macias elaborates the impact their Customer Success Manager has had, “Our QuickStart Customer Success Manager also sends us the latest class offerings every month so our employees are reminded of the subscription that we have access to and can easily register for attending necessary training.”



Overall Results

In summary, QuickStart has been able to provide the Los Angeles Police Department with cost-effective training to help save thousands of taxpayer dollars, as well as a top-quality training product with multiple options and continues to give exclusive customer service to ensure successful employee training and a positive return-on-investment.

Javier Macias, Police Sergeant II, IT Bureau Training Coordinator of LAPD adds, "One of the reasons that we stay with QuickStart is the relationship. The communication, always having someone to update us about new features, staying on top of our training needs, sharing updates, and appreciating us as a valued customer".

Start Your Master Subscription Service Today!

We work with industry experts, hiring managers, and IT professionals to curate the most up-to-date curriculum. With over 35 years of technology and training experience, QuickStart can assist your agency in cost-effective, trackable training for your employees to achieve workforce readiness.

Contact Us to learn more about the Master Subscription plan with over **2,500+** online courses and receive a quote today.

