

Through usage of e-learning, company AVG Technologies was given the opportunity to educate and inform its employees and business partners about new products. The company is able to control whole learning process by itself and to create e-learning courses independently. Moreover, all this is possible with maximum savings of time and costs.

CLIENT'S PROFILE

The company AVG is active on the market with products for data protection since 1991. It offers wide range of security software for home PC users, as well as for small to middle enterprises. In March 2009, company launched distribution of its so far newest product series labeled 8.5 worldwide. It continues in constant development of its product portfolio and will keep on reacting to emergence of new types of harmful codes and viruses.

In 2006, the AVG opened a new workstation of technical support in Brno, Czech Republic; another one in Sofia, Bulgaria in the year 2007 and in Kuala Lumpur, Malaysia in 2008. The company is growing dynamically; in the middle of the year 2009 Czech part of the AVG group had more than 350 employees.

AVG Technologies was awarded by numerous distinguished awards. In 2007,

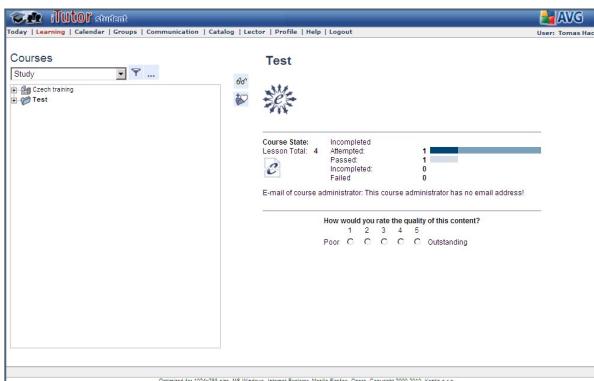
expert community of the seventh volume of TOP PROGRAM included the company on the list of top ten Czech IT enterprises. Anti-virus system by AVG alike is regularly recognized by award VB100%.

AVG system in various editions has so far been installed by users at more than 80 million computers all around the world.

CLIENT'S REQUIREMENTS

Company AVG Technologies continually develops new systems for computers' protection for users worldwide, from America to Australia. To be faster and smarter than hackers is not easy. It is necessary, that the developers of new products are experts or top specialists. To ensure this, company needs precise training and perfect knowledge and informedness about whole product portfolio. Purpose of schooling is to reach wide range of students, not only company employees, but also international business partners.

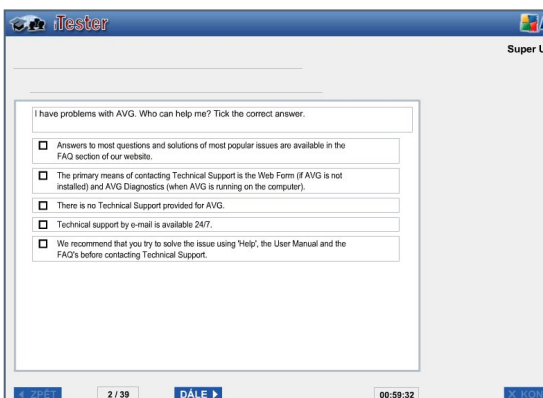
Firm AVG Technologies was searching for solution, with which it would be able to ensure fast and flexible schooling about products and at the same time to examine properly the level of knowledge achieved. It is important to accommodate the continually growing number of employees, which on one hand causes increase in costs



of education, and on the other is timely and organizationally demanding.

E-LEARNING

As the best product fitting the abovementioned requirements, AVG selected the system iTutor – distributed by the company Kontis Ltd. It was the hosting solution iTutorStart, which was chosen, as it is suitable for more than six hundred employees. Additionally, 3 modules were implemented: Tester - for creating the tests and exams, Reporter - for analyzing and reporting of learning activities and Messenger – enabling automation of learning process. In order to create courses according to the company's own guidelines, regulations and practices, the special module CDS/Publisher was purchased for developers. As the AVG Technologies operate internationally, this system required modification of the student interface in the form of appearance redesign. Its realization led to a better perception of corporate identity and image among employees as well as customers.



Because of constant increase in number of users and the extent of new products' development, the client decided to convert from hosting solution to the in-house implementation of the system. According to the requirements of AVG Technologies, the change-over of iTutor system into in-house solution was carried out in one day without any delay. Besides that, the original configuration and functionality of the system remained preserved for the user.

Thanks to the e-learning implementation, the company AVG Technologies acquired overview about the knowledge, schooling and retraining of its employees all around the world and ensured complex informedness about the products for its business partners. This everything was achieved with the maximum time and financial savings.

OPINION OF THE AVG TECHNOLOGIES

"Through e-learning implementation, we discovered absolutely new opportunities for education. In a short-time period we ascertained about the advantages of e-learning, such as an immediate feedback, sound measurability of results or fast implementation for arbitrary number of students. Thanks to the company Kontis Ltd. we managed to find appropriate educational system for schooling and training, and at the same time for ensuring informedness about our products for business partners."