



Harnessing AI & Advanced Analytics for Virtual Training Success



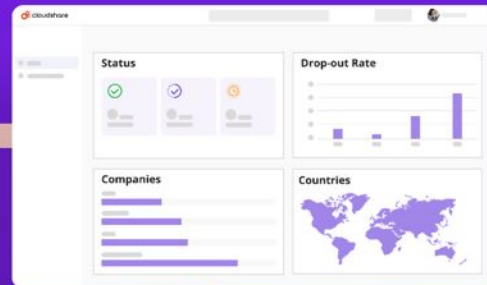
Melinda Adams
CloudShare Manager
Tyler Technologies



Carmit Pelleg
VP Product
CloudShare

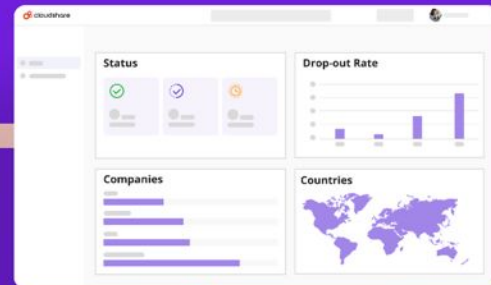


Annie Reiss
Chief Marketing Officer
CloudShare



Ta-da!





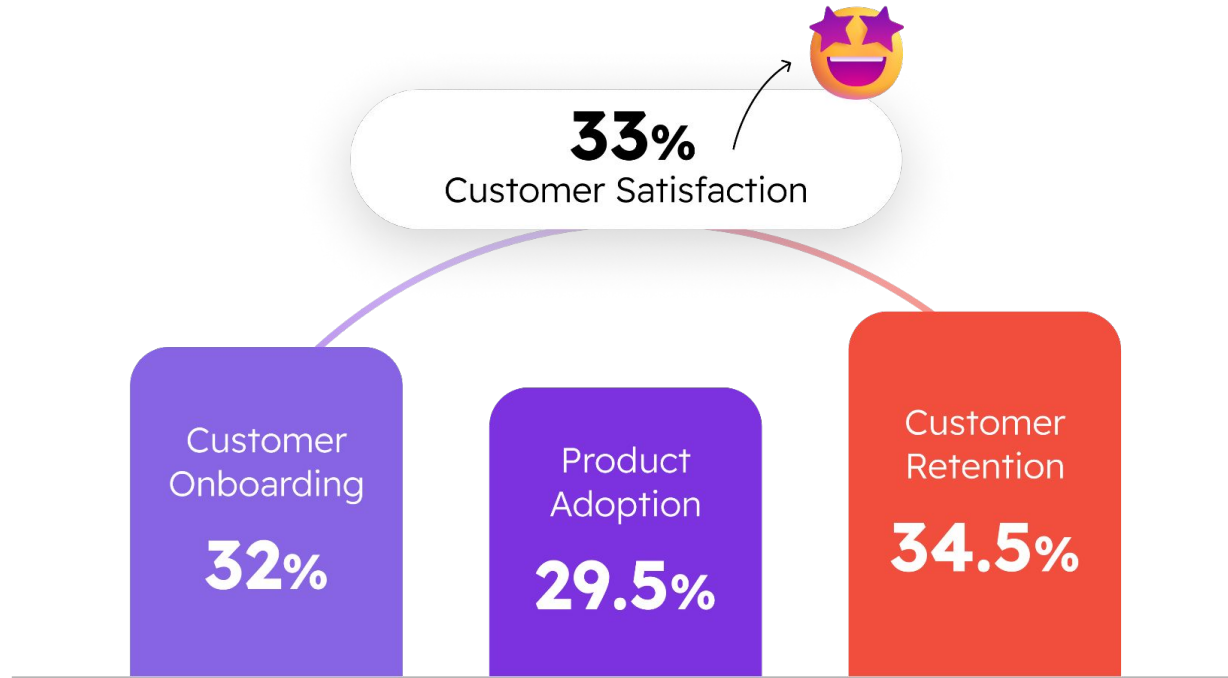
Ta-da!



Let's kick off with a little movie



What are our customer education priorities?















































































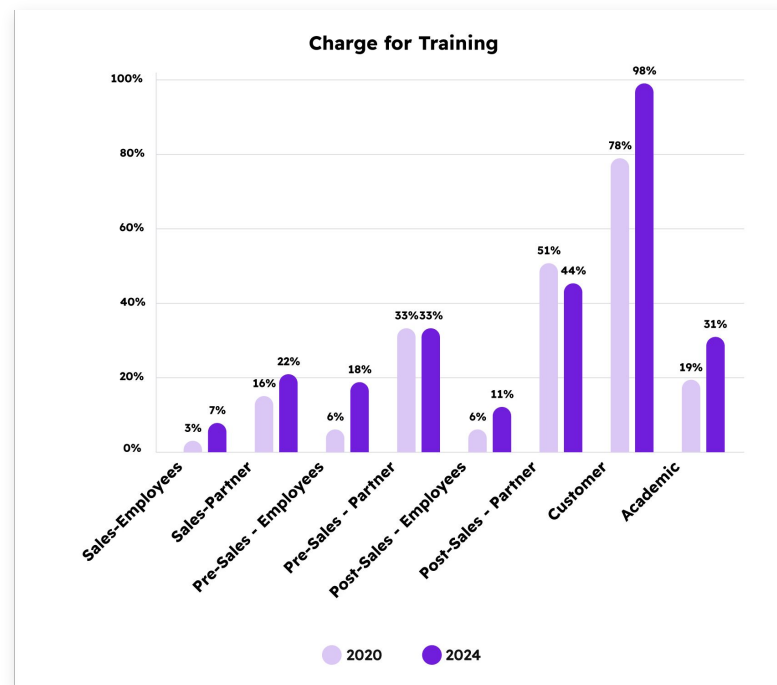
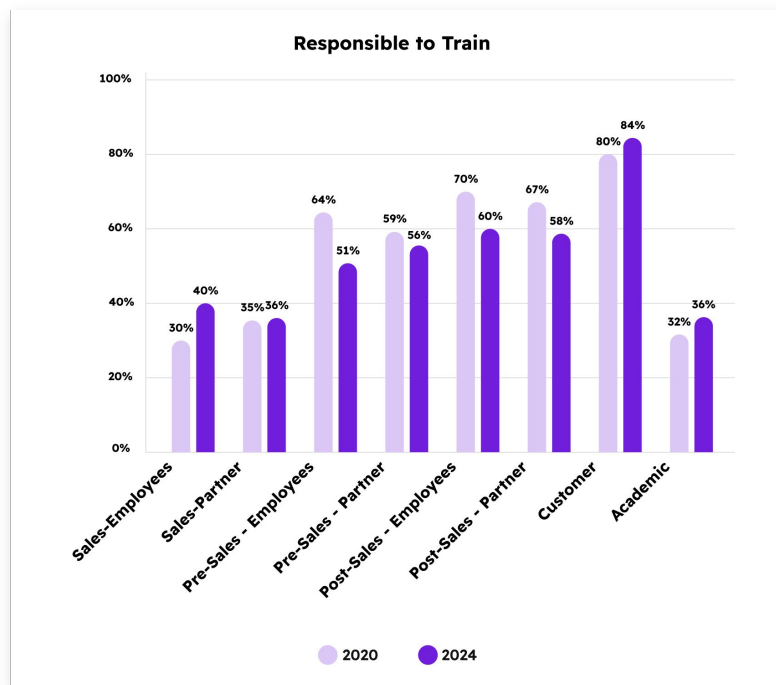








Who are our audiences?



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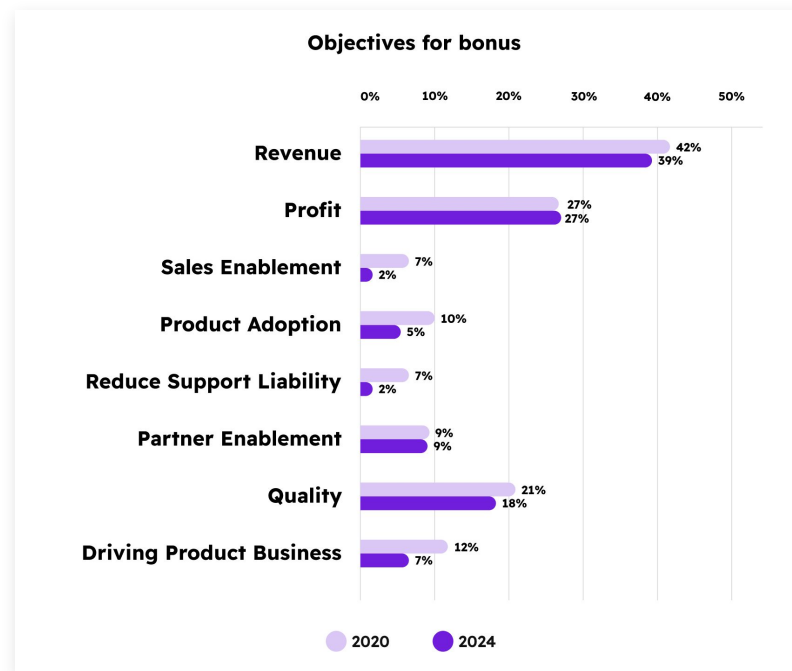
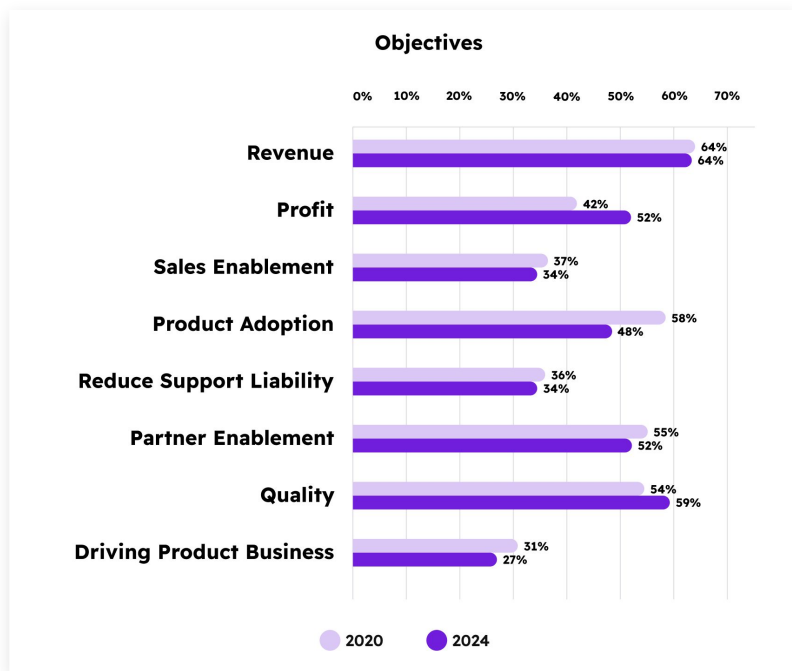








What drives us?



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It's all about widening the scope beyond traditional training KPIs

01

Operational Excellence

- Content/lab development
- Content/lab production
- Delivery: utilization rates, fill rates, run rates

02

Training Consumption

- Training completed
- Certification completed
- Length of time spent
- Learner engagement (drop off rate)

03

Customer Satisfaction

- Learners have a good experience
- CSAT, NPS



Measuring the impact of the CEd ecosystem on the business

01

Cost Reduction

- Support ticket volume
- Reduced concessions
- Reduced escalations

02

Adoption

- Time to onboard
- Time to productivity
- Time to first sale
- Time to value

03

Business Growth

- Renewals (GRR)
- Cross-sell, upsell (NRR)
- Churn



And demonstrating it with data

Impact of education on your company

PRODUCT

- ⦿ 14% measure product sales trained vs non trained
- ⦿ Renewal rates, NPS, used features & upsell trained vs non trained

SUPPORT

- ⦿ 18% measure support tickets trained vs non trained
- ⦿ # of tickets, type of tickets trained vs non trained

CUSTOMER SAT

- ⦿ 48% measure corporate vs education NPS
- ⦿ NPS, Level 1-3 surveys etc

PRODUCT ADOPTION

- ⦿ 28% measure product adoption
- ⦿ Customer deployment, usage, expansion, features used (eg SaaS data)

CUSTOMER RENEWALS

- ⦿ 31% measure impact on renewals
- ⦿ Churn, renewals etc for trained, training time, certification

% customer trained & renewed: 47% vs 21% customer trained & churned

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But there are mountains still to climb

What are the top 4 issues holding you back from reaching your software training goals today?

Limited integration
between LMS and other
training tools

35.0%

Aligning training metrics
with business metrics

34.5%

Scheduling

31.5%

Lack of
hands-on tools

31.5%



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technologies



**Providing software and solutions
specifically designed to empower those
who serve the public**

Who am I?

TYLER by the NUMBERS

8

DIVISIONS

Courts & Justice
Data & Insights
Digital Solutions
ERP & Civic
Municipal & Schools
Platform Solutions
Property & Recording
Public Safety

SOLUTION GROUPS

Courts & Public Safety
Health & Human Services
K-12 Education
Public Administration
Transformative Technology

5

LARGEST

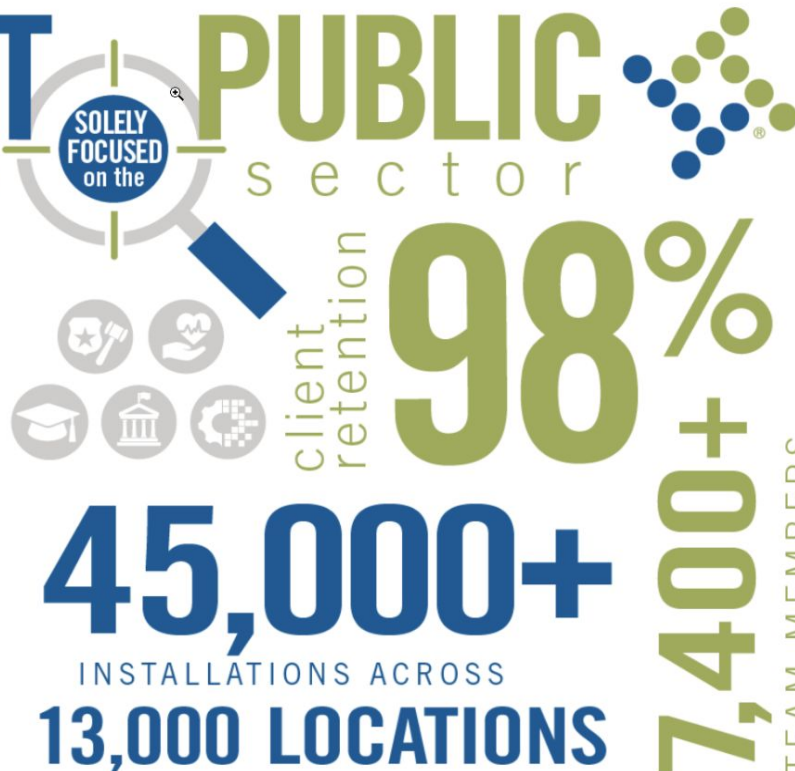
software company

45%

of Tyler team members have worked in the public sector.

OUR MISSION

We empower the public sector to create smarter, safer, and stronger communities.



Empowering people who serve the public*



What services do we provide using VMs?

Enterprise Permitting & Licensing

- Software Training
- Software Testing

ERP Pro

- Software Training
- Software Testing
- User Group Meetings
- Onboarding
- Content Development
- Ongoing Product Education

Technical Publications

- Tyler Coach (Walk - Me)

New World ERP

- Sales Demos

M&S Tech Services

- Training
- Testing

School ERP Pro

- Software Training
- Software Testing
- User Group Meetings
- Onboarding
- Content Development
- Ongoing Product Education

Virtual lab/ILT usage in 2024

User Hours	Environments	VLLs/ILTs	Offerings
107,795	11,220	3,932	191

What were we looking for in a virtual labs solution?

1. Robustness and reliability
2. Breakout of projects for cost analysis
3. Ease of software installation
4. Integration with our LMS
5. Analytics
6. Instructor class management
7. Classroom interaction
8. Integrated Audio/Video

How are classes managed?

1. LMS Specialists create classes
2. API creates classes from LMS to CloudShare - sends any updates/changes/registrations within Tyler University to CloudShare
3. Clients register on Tyler University & receive an email with a unique link to the class
4. Instructor manages class

Instructor Console

The screenshot displays the Instructor Console for a guided journey titled "MA_Guided Journey_02.04.2025". The interface is divided into several sections:

- Top Bar:** Includes a search icon, the title "Console | MA_Guided Journey_02.04.2025", and status indicators for "Cloud Folders: Off", "Sound: On", and "Assist Me Requests 1".
- Left Sidebar:**
 - Find student:** A search bar.
 - Instructor Environments:** A section for managing environments.
 - Participants (8):** A list of participants with checkboxes and icons for communication.
 - Chats:** A section for managing chats, including a "Class Chat" and "Instructors Chat".
- Main Content Area:** Displays a grid of student screens. The top-left screen shows the "ERP Pro APP" interface. The other screens show the status of the guided journey, with "Suspended" and "Ready" indicators. Each screen also displays a "MIA Region" and a "Ch 1" status bar.

Student Environment

The screenshot displays the Tyler Technologies Student Environment dashboard. At the top, the Tyler Technologies logo is on the left, and a status bar on the right shows 'Class: MA_Guided Journey_02.04.2025', 'Remaining runtime: 14 days and 6 hours', 'Deletes in: 29 days and 7 hours', and 'Class ends in: 30 days and 4 hours'. A 'Powered by cloudshare' logo is also present. Below the status bar, a navigation menu on the left lists 'ERP Pro Training...', 'ERP Pro 9 Cloud P...', and 'Guided Journey'. The main dashboard area features a 'My Dashboard' header with a search bar and a grid of three large buttons: 'ADD ACCOUNT' (purple), 'ADJUSTMENT' (blue), and 'PAYMENT' (green). Below these buttons, there are two sections: 'Smart Cards' on the left and 'In Balance' on the right. The 'Smart Cards' section lists four items: 'Requisition Approvals (4)', 'Checks Outstanding Over 90 Days (24)', 'Invoices Over 30 Days Past Due (10)', and 'Bank Accounts not Reconciled for Over 30 Days (1)'. The 'In Balance' section shows a table with three columns and four rows of data. The bottom of the screen shows a Windows taskbar with the date and time '8:07 AM 3/7/2025'.

tyler technologies

Class: MA_Guided Journey_02.04.2025

Remaining runtime: 14 days and 6 hours

Deletes in: 29 days and 7 hours

Class ends in: 30 days and 4 hours

Environment Actions

Powered by cloudshare

My Dashboard

Search

ADD ACCOUNT

ADJUSTMENT

PAYMENT

Smart Cards

Requisition Approvals (4)

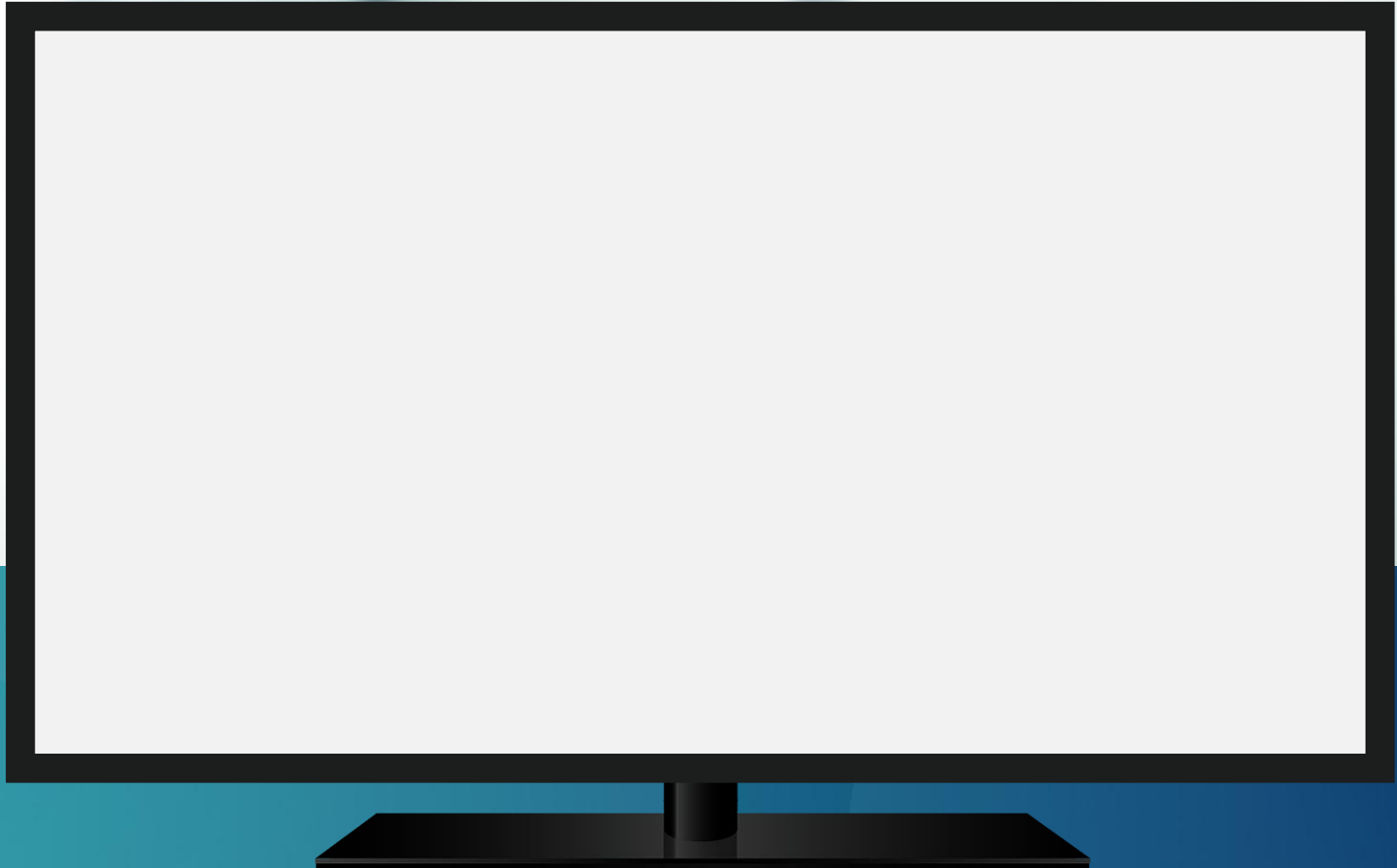
Checks Outstanding Over 90 Days (24)

Invoices Over 30 Days Past Due (10)

Bank Accounts not Reconciled for Over 30 Days (1)

In Balance

8:07 AM 3/7/2025



The impact on training

- Increased productivity
- Higher customer satisfaction
- More classes
- Better content
- Lower costs
- Higher training revenue

How does Tyler use CloudShare?

1. Software Training
 - Virtual Learning Labs
 - Implementation Trainings
 - Demos
2. Software Testing
3. User Group Meetings
4. Onboarding
5. Content Development
6. Ongoing Internal/External Product Education

Our direction of travel

The metrics we want

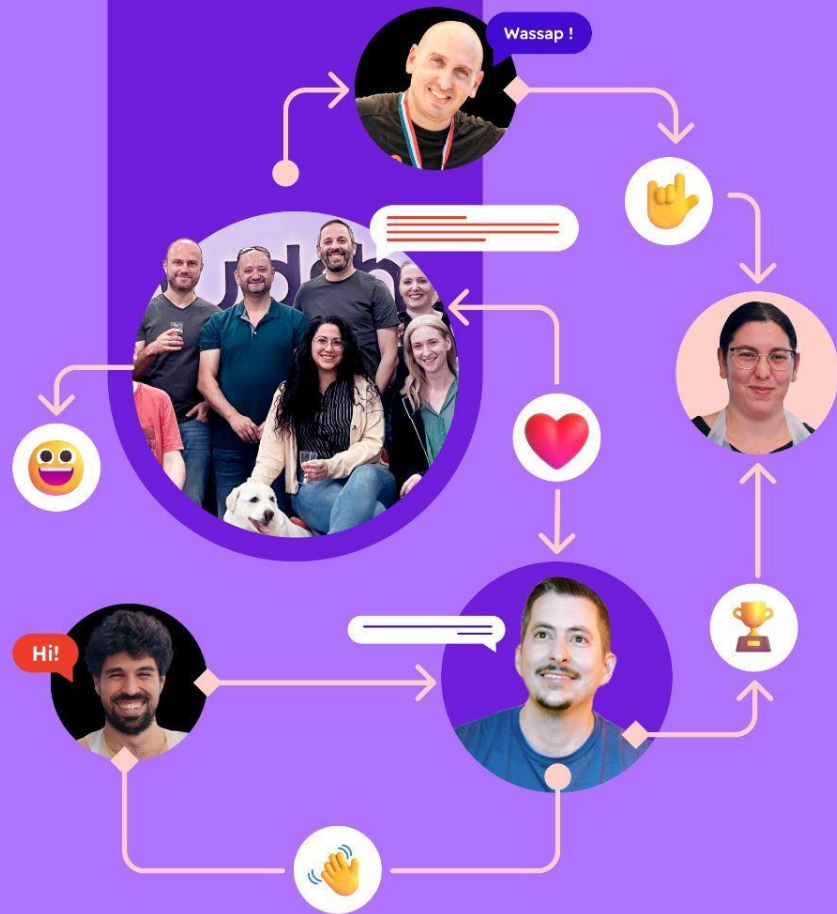
- Impact of training on product adoption
- Impact of training on customer retention
- Is customer retention higher with VILT or self-paced?

Our strategic goals

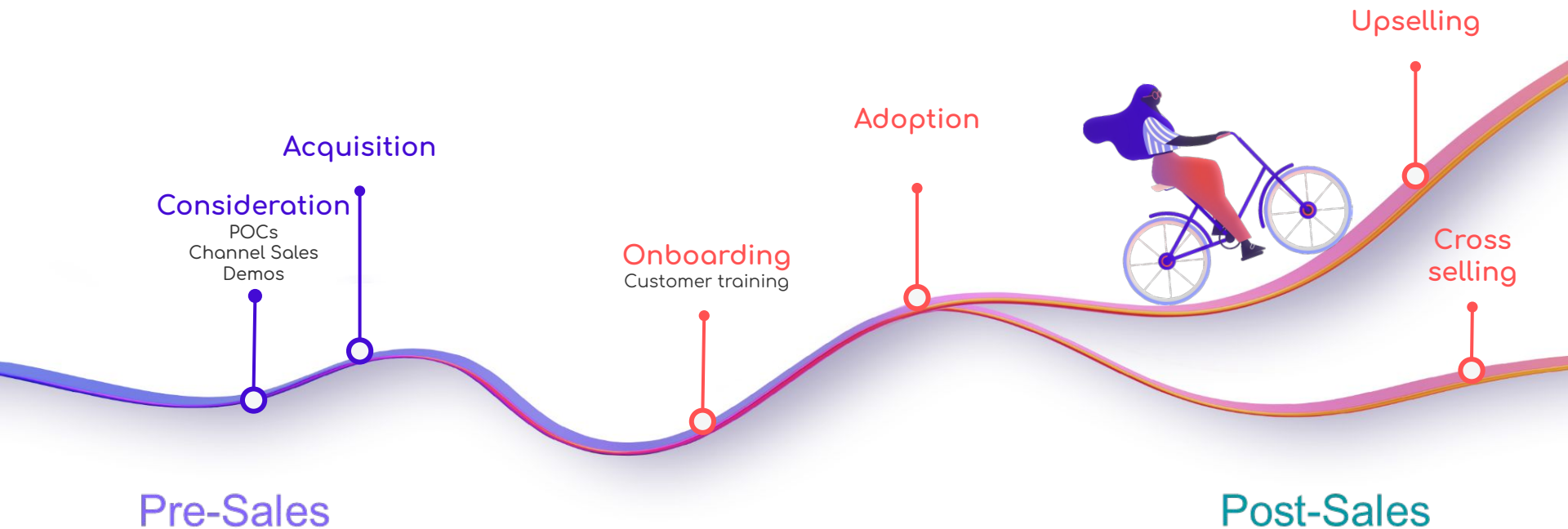
- Delivering self-paced learning
- Driving personalization
- Creating adaptive learning

We're CloudShare

The virtual labs market leader

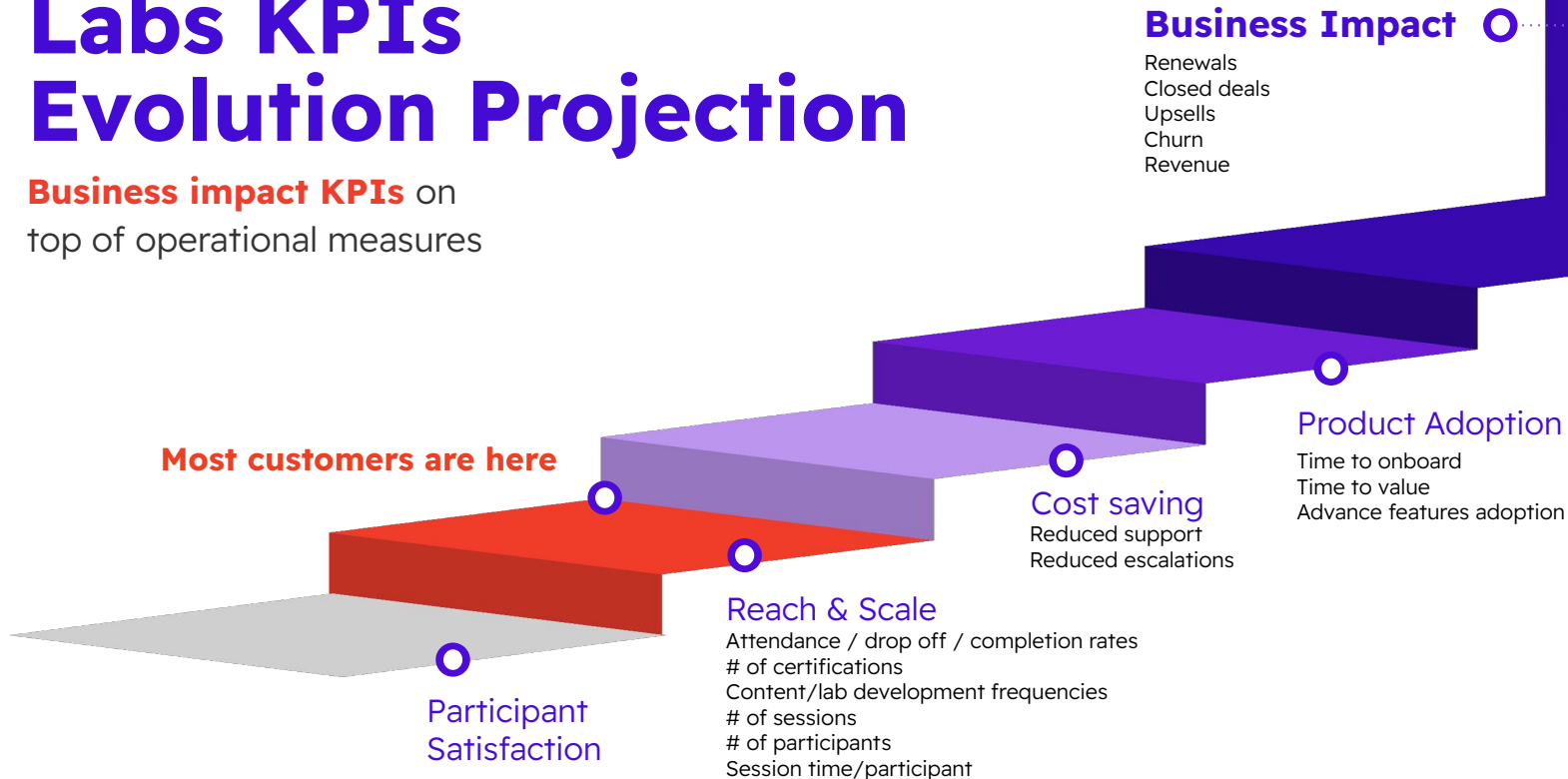


What the market demands is a solution that impacts the entire business cycle

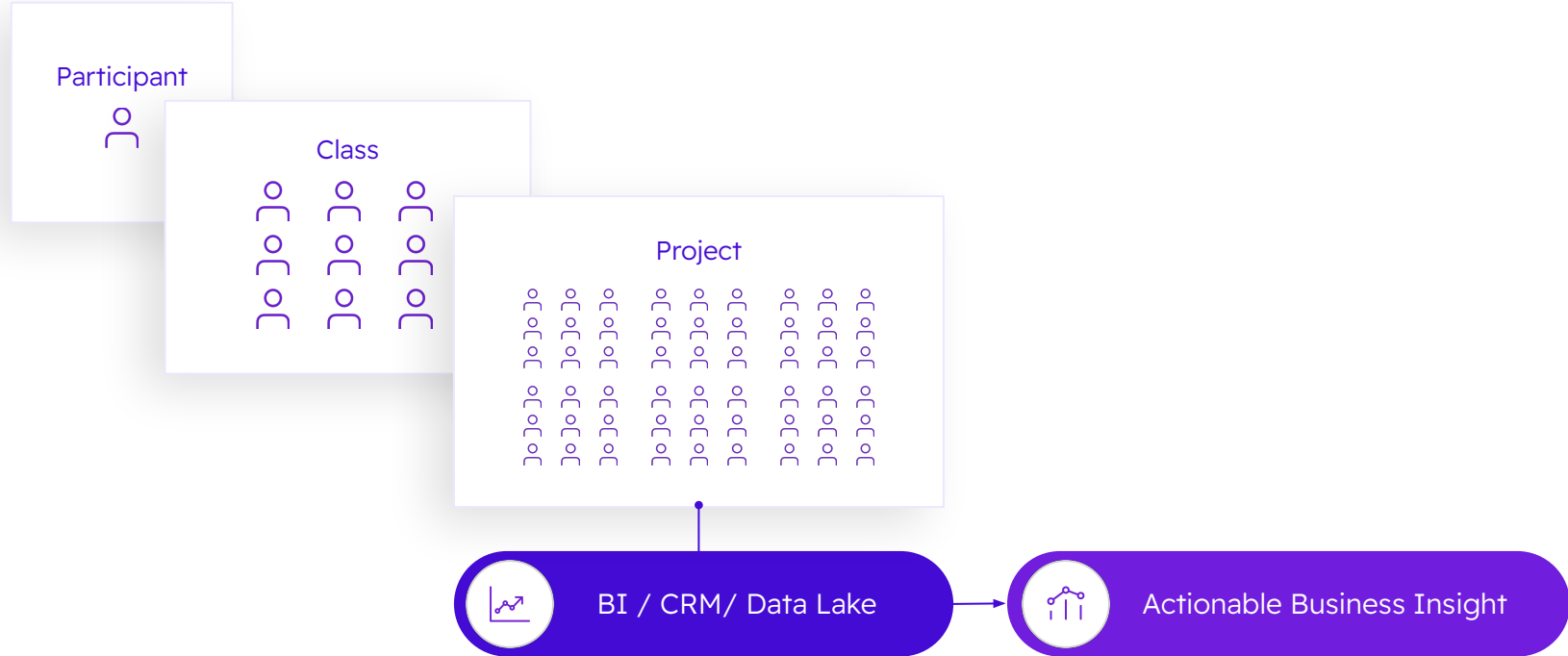


Labs KPIs Evolution Projection

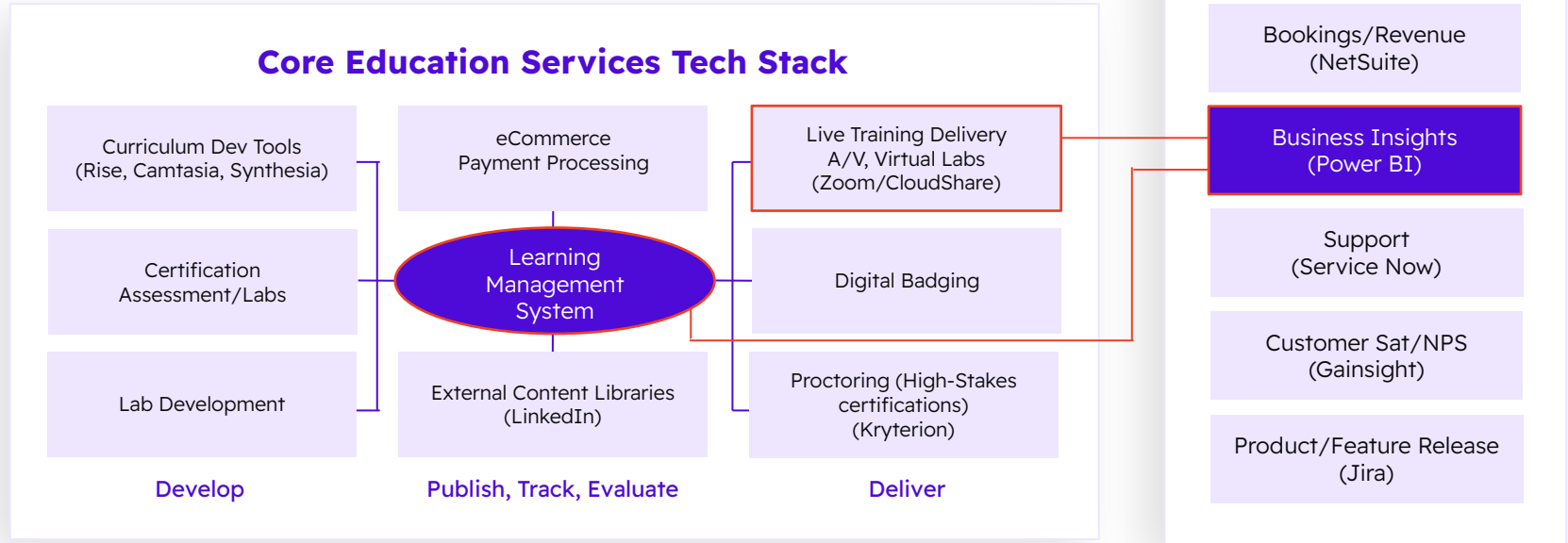
Business impact KPIs on
top of operational measures



Connect Lab Impact to Business Impact

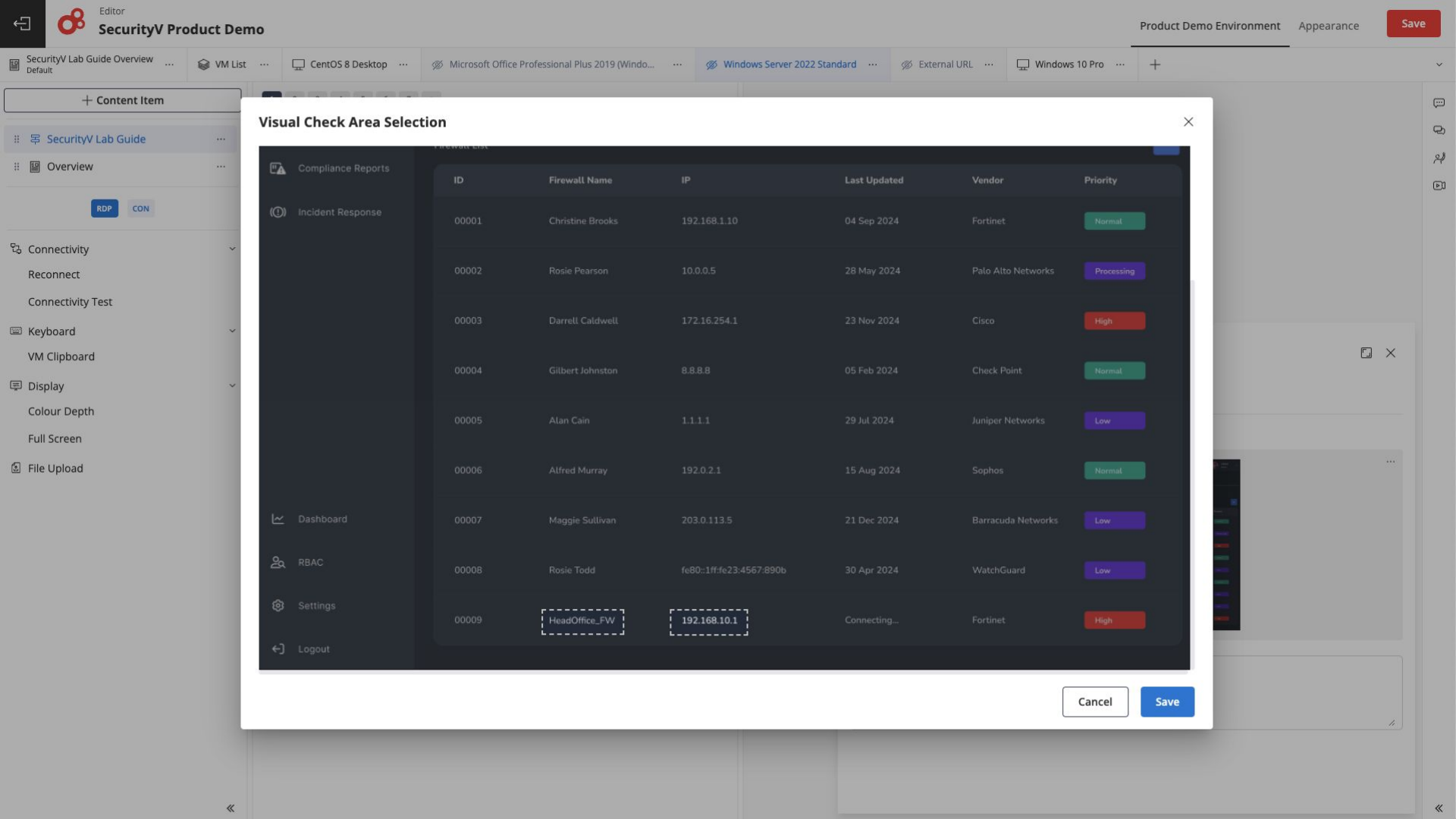


How it all stacks up



Guiding the learning journey with visual AI Checks





SecurityV Lab Guide

Overview

RDP

CON

Connectivity

Display

Keyboard

File Upload

SecurityV Lab Guide

- 1
- 2
- 3
- 4
- 5
- 6
- 7

Exercise 3: Compliance and Reporting

Passed

Objective: Create a compliance report and verify adherence to regulatory standards.

1. Access Compliance Settings:
 - Go to Compliance > Settings and select a compliance framework (e.g., GDPR or HIPAA).
2. Run a Compliance Check:
 - Run a compliance check across the network.
 - Review any gaps or non-compliant areas identified by Security Vision .
3. Generate a Compliance Report:
 - Generate and export a report on network compliance.
 - Verify that the report includes data on all detected threats and current compliance status.

Exercise Verification:

- Ensure the compliance report is downloaded and that you can interpret gaps identified by Security Vision .

< Previous

Next

SecurityV

Integrations

Threat Intelligence

Anomaly Detection

Compliance Reports

Incident Response

Search

English

Rachel Admin

Compliance

Run Check

Test Results

Operating Effectively

24

Not Operating Effectively

9

Not Applicable

4

Compliance Status Over Time

Yearly

Month	Compliance Status (%)
Jan	20
Feb	40
Mar	30
Apr	84
May	50
Jun	60
Jul	30
Aug	70
Sep	60
Oct	50
Nov	40
Dec	50

Overall Compliance Status

20%

Dashboard

RBAC

Settings

Logout



Users



Chats



Analytics

Chapters score



Passed 4 Some miskets 4 Not Started 4

Chapters Details score

Chapter
1. Chapter name



1-5/10 < >

Actual time Vs Estimated time

Section Num	Actual Time (Minut)
1	34 min
2	34 min
3	34 min ↑ 27%
4	34 min ↓ 16%

Collaboration



Pending

2m 35s

Avg. Response Time

6

Chatting Participants

Region Overview



Miami 3
Singapore 4
Amsterdam 3

Performance

Progress

10 (30%)



Score

10

My environment

Search by Name or Email

Cameron W. Windows Server



...



Ch 01



1

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Cameron W. Windows Server

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Cameron W. Windows Server



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Cameron W. Windows Server

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Cameron W. Windows Server



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Ch 01



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Cameron W. Windows Server

...



Actionable business insights

Sessions with 8-10 participants demonstrated an avg. completion rate of 90% which is +15% then sessions with 11-15 participants. We recommend limit registrations to 10 participants per session. Similar orgs avg. number of participants per session is 8.

The course 'VSMS System Admin Certification' avg. participation time was reduced this month by 18%. It looks like the engagement of participants may be the cause; The avg. completion rate dropped by 7% and the avg. drop off rate grew by 11%. We recommend to check the following -

- o Changes that were made to the lab content in chapters 5-7 may have affected the engagement.
- o The replacement of the instructor John Smith by Arik Benz may have affected the engagement.

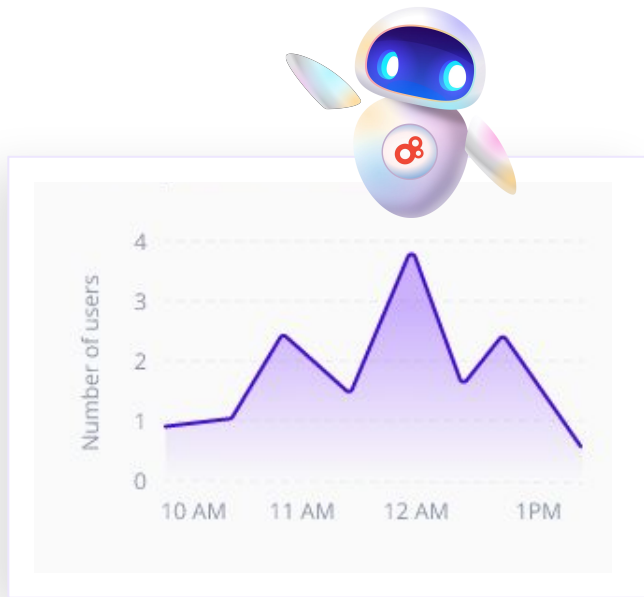
598 Customers with 65%+ of their users completing 'VSMS System Admin' course with a success rate of 75%+ -

- o Are likely to renew their subscription ensuring \$127K ARR.
- o 7% of them are likely to upsell and add the 'VCE' solution to their subscription.
- o 2% are at risk of reducing subscription due to non active users




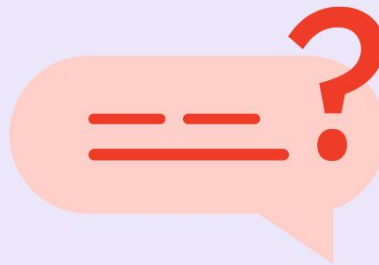
Next-level analytics

- Intuitive instructor console
- Cost management and optimization
- Granular user-level analytics
- Connecting data to BI
- Rapid report creation
- Actionable insights
- Benchmark data



Q&A

LET'S GO! 



Thank you!

