Driving Real Career Progression Through Hands-On Learning

How Comunet built a culture of learning
and career growth with myACI

aci LEARNING

Introduction

In the fast-moving world of IT services, keeping teams skilled, motivated, and aligned isn't easy. For one technology consultancy that has grown from a traditional IT services provider into a global software and cloud operations firm, continuous learning is integral to its success story.

At the center of this transformation is **Peter McCullagh, Head of Service Delivery—a leader responsible for Level 1 through 3 support, cloud and products, and security operations services.** Two years ago, he set out to mature the organization's service model and empower his people to take ownership of their career growth.

Comunet

Peter McCullagh,
Head of Service Delivery

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> Know what you want from the tool, know what you want your people to do, and then **use the tool to deliver that.**
> "

The Challenge:

Training across technologies and roles

Like many organizations, the team started with various, unconnected training. That worked fine—for a single product line. But the problem was clear: **the training didn't translate across technologies or roles.**

What the team needed was a solution that could go beyond videos and passive learning—they needed something practical, flexible, and engaging—a platform that would make learning real.

"It's about **supporting them in their career path** rather than just giving everyone blanket training," Peter says. "You really have to individually identify it."

The Solution:

Hands-on, structured, and scalable learning

That's where ACI Learning came in.

The team built myACI into a structured onboarding and career progression framework. Interns begin their journey with foundational courses—**customer service for IT, Microsoft MS-900, and core technical skills.** After 6–12 months, the learning becomes personalized.

Based on their interests and career goals, employees choose specializations in:

Cybersecurity	Networking	Cloud Operations

"We like to take interns in and transform them into Level 1s, then through the ranks as we go," he explains.

Even experienced engineers use myACI to close specific skill gaps. Instead of relying on one-off training, they're now building well-rounded technical expertise through diverse content and hands-on labs.

> By the time they're 6 to 12 months in, everyone's got the same baseline knowledge. **Then we start to diversify.**
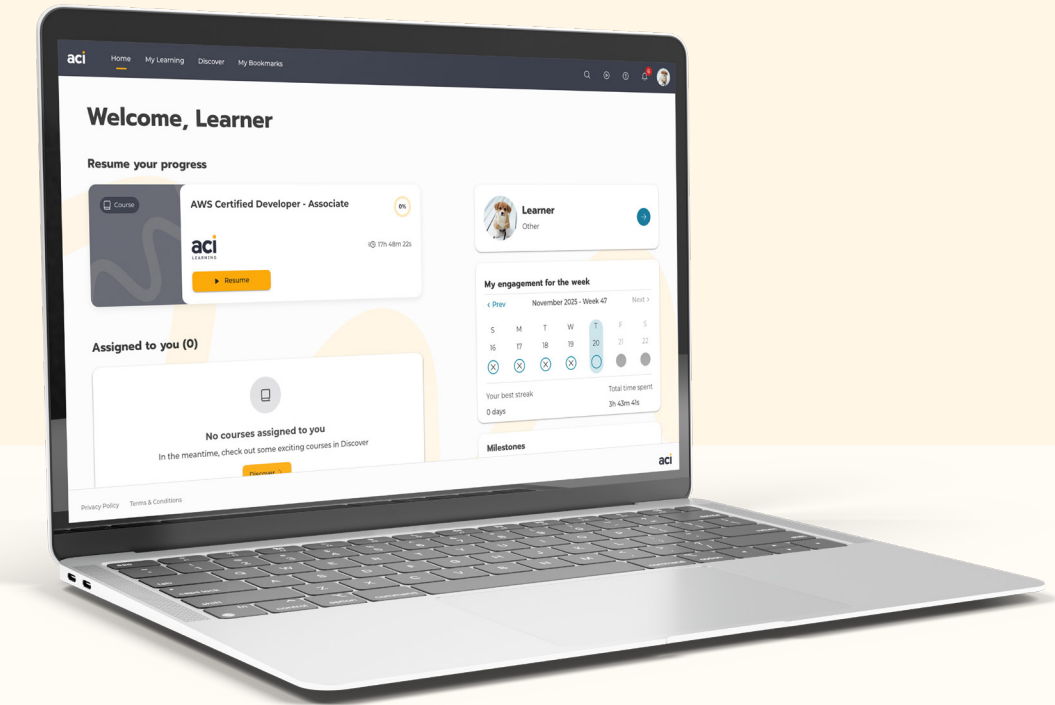
> One of the things I liked about myACI was the virtual labs," he says. "Many people can sit there and watch a video, that's fine. But **the ability to actually practice something was a huge thing for us.**

A culture that invests in growth

One of the biggest drivers of the program's success? The company's leadership commitment to training. **"You have to have business investment," says Peter.** Training isn't treated as optional—it's built into the workday. Each team member dedicates **20% of their time to development.** Managers track progress through myACI's dashboards, ensuring accountability while celebrating growth.

Results:

Confidence, certifications, and career progression
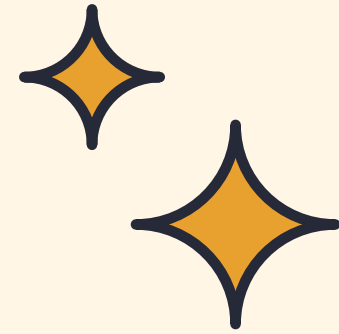
Since implementing ACI Learning, the company has seen measurable improvements—particularly in certification success and employee confidence.

> I don't get the failures anymore that we used to get," he says. "It's very rare now that someone fails one of the exams.

Peter also highlights how the virtual labs have transformed learning outcomes. Instead of practicing new skills for the first time in production environments, team members can safely experiment, make mistakes, and build confidence.
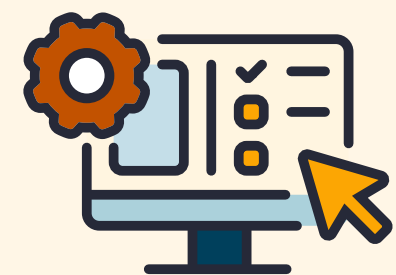
"The virtual labs are really effective because you can deploy without doing it on a customer," he explains. **"Most people learn better from doing—and the labs let them do that."**

A smarter, more personalized way to grow
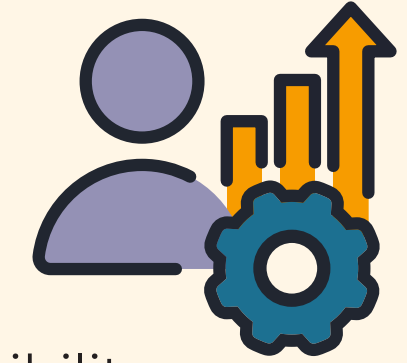
Peter McCullagh believes the success of the program lies in flexibility. Each learner's journey is tailored to their individual goals and strengths, ensuring that the training feels relevant and motivating. **"It's about supporting them in their career path** rather than just giving everyone blanket training," he says. "You really have to individually identify it."

And for any organization thinking about adopting a learning platform, his advice is simple and practical: "Know what you want from the tool, know what you want your people to do, and then use the tool to deliver that."

Looking Ahead

Today, learning is a part of the company's DNA. The structured pathways, real-world labs, and visibility on progress have transformed Comunet into a continuous learning engine.

"It's definitely the virtual labs and the ability to track users—to make sure people are getting investment out of the tool," he says.

From interns to seasoned engineers, ACI Learning has helped this Comunet create a culture where learning isn't just encouraged—it's expected. And that's the difference between a company that trains for today, and one that's ready for tomorrow.

Use Case:

Building Structured Career Pathways and Upskilling IT Teams

Comunet, led by the Head of Service Delivery, oversees multiple service levels and technical operations—including Level 1–3 support, cloud, and security. They implemented ACI Learning about two years ago to create a consistent, measurable approach to onboarding and developing their IT staff.

Before adopting ACI Learning, the company relied on vendor-specific training tools that lacked flexibility and breadth. They sought a solution that offered **hands-on practice across a range of technologies,** enabling employees to learn by doing rather than just watching.

Today, myACI forms the foundation of their **career pathway program,** helping interns grow into Level 1 engineers and beyond. Each team member follows a structured baseline learning plan (covering topics like customer service and Microsoft fundamentals) and then moves into specialized tracks in cybersecurity, networking, or other areas—depending on their career goals.

> " The baseline and tracking is a huge thing... to be able to actually see that and verify it is a good thing. "

Key Benefits

Hands-on Skill Development
The virtual labs allow employees to practice safely and confidently in a **real environment.**

Structured Career Growth
ACI Learning supports the company's tiered progression model—**helping staff move from intern to advanced technician.**

Improved Certification Success
Employees now **achieve certifications** more consistently, with far fewer exam failures.

Accountability & Visibility
Leadership can track engagement, training hours, and completion, ensuring **ongoing development.**

Cultural Investment in Learning
Training is built into work schedules—**20% of time is dedicated to development**—reinforcing continuous growth.