
AWS
re:Invent
NOV. 28 – DEC. 2, 2022 | LAS VEGAS, NV

PEX113

Skillsoft unleashes its growth to 50 million learners with AWS

Murali Sastry

SVP, Engineering
Skillsoft

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Agenda

Skillsoft overview

Platform business problem

Architecture and technology choices

Key takeaways

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Skillsoft: Your partner in transformative learning

150%
increased learning engagement and 5.6x increased time spent developing skills

20+ years as a global leader in learning

12,000+
corporate accounts

75%+ of the Fortune 1000 are companies we serve

56% increase in user participation with Percipio

Skillsoft is the platform for transformative learning that propels organizations and people to grow together

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Learning content that is critical to the global enterprise

- **Depth and breadth across our three customer segments**

LEADERSHIP & BUSINESS

Enabling your leaders to thrive in a digital world

MIT Sloan Management Review

skillsoft coaching

TECHNOLOGY & DEVELOPER

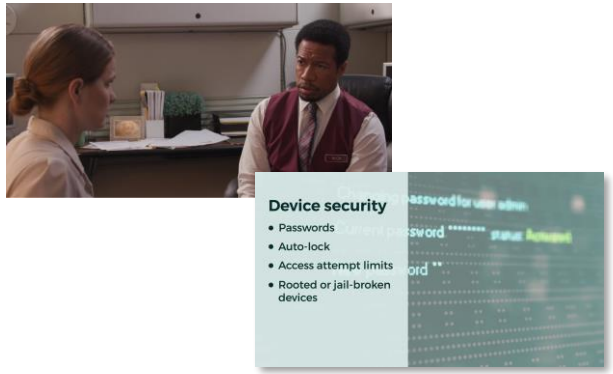
Stay ahead of rapid technology change

skillsoft global knowledge™

skillsoft codecademy

COMPLIANCE

Foster a sustainable, safe, respectful, and inclusive work environment



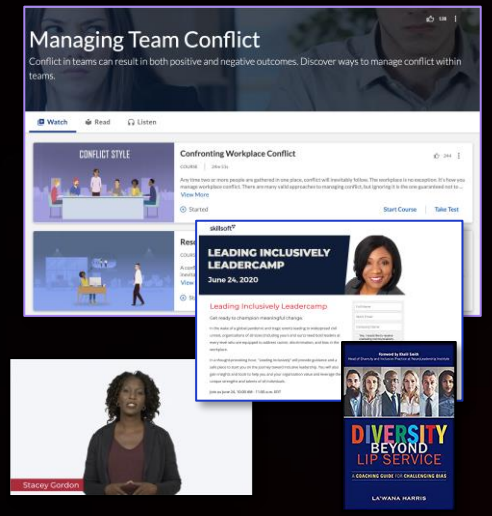
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High performance skills for a digital world

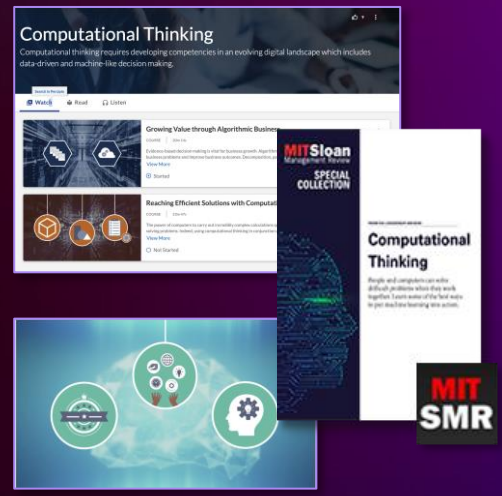
Core Business Skills

- Professional and management skills for 150 competencies
- Leadercamps and Live Events



Digital Transformation

- 20+ digital tracks for the front-line workforce
- Industry and functional perspectives



Business Technical Skills

- 17 learning tracks for digital skills, career paths, and industry credentials

pdi
IIA INTERNATIONAL INSTITUTE FOR ANALYTICS
Digital Marketing Institute
ASQ
ITIL®

Leadership Development Program

- 1-1 coaching
- 30+ digital competencies
- 20 Aspire Journeys
- Scenario-based design
- Articles, webinars, and expert videos from SMR

skillsoft coaching
MITSloan Management Review



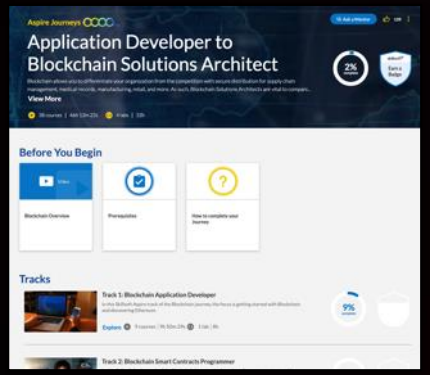

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Our tech and dev learning solution

Aspire Journeys

Role-Based Tracks

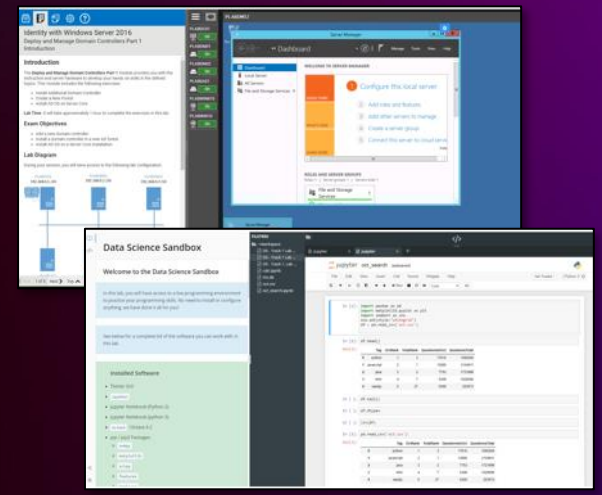
Cloud
Data science
Blockchain
AI & ML
Full-stack
Secure coding
Cyber security
DevOps
Agile



Practice Labs

Enabling learners to apply what they've learned in a real environment

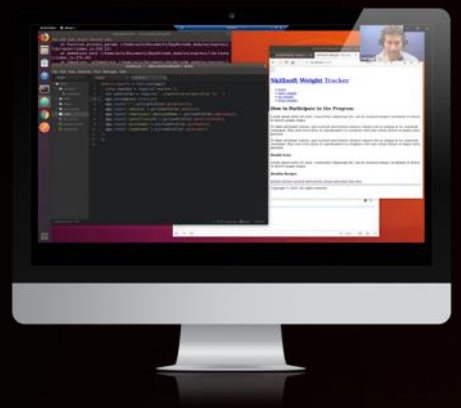
Python
Full-stack
Data science
AI & ML
Cisco
Cyber security
DevOps
Blockchain



Instructor-Led

Live workshops and hands-on practice with experts

skillsoft global knowledge™



Digital Books

30,000 digital content assets provided superior depth from leading publishers

Manning Publications
Bleeding Edge Press
SAP Press
McGraw-Hill
John Wiley & Sons
Apress
Packt
Sybex



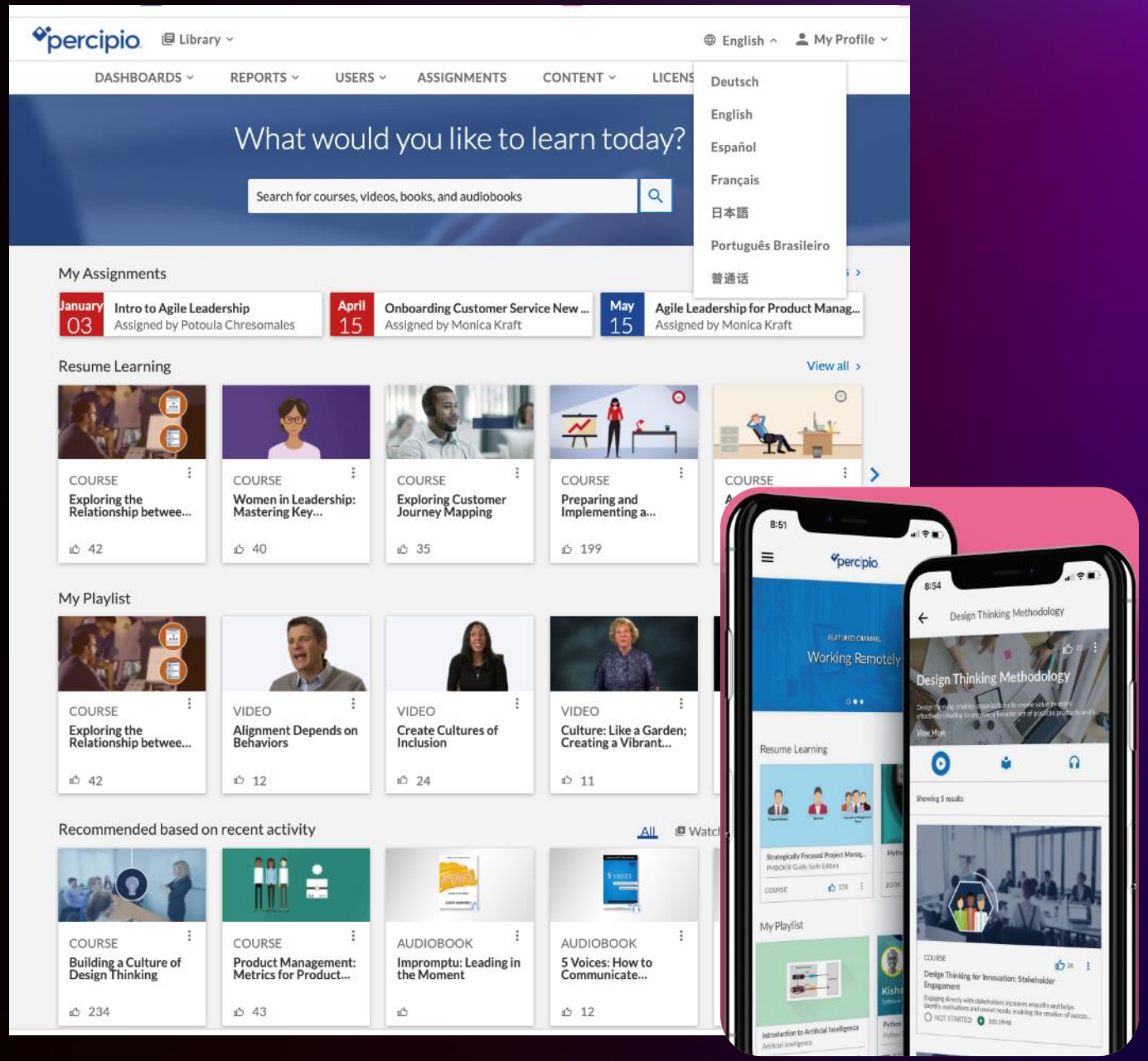
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Percipio is a modern learning platform designed to …

Inspire, motivate, and engage learners

Provide deep insight and rich management to stakeholders

Seamlessly extend and integrate with a customer's ecosystem



A consumer-grade experience with enterprise-grade management

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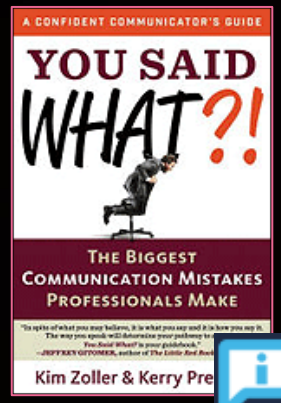
Watch, read, listen, practice

Microlearning: Videos (1-10 minutes)



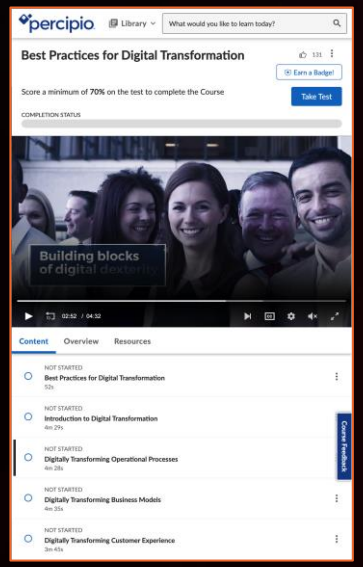


Microlearning: Book summaries, articles



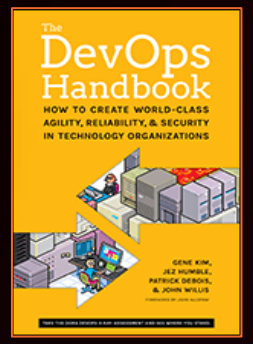


Courses, books, audiobooks, live events

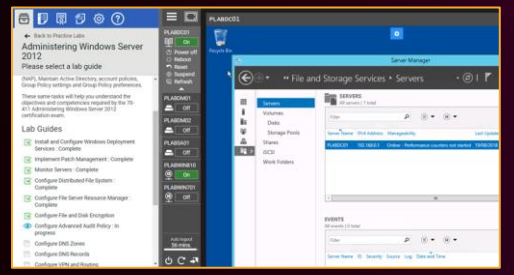


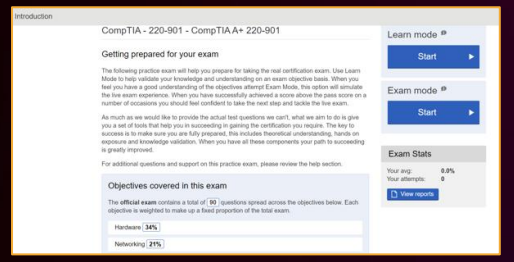


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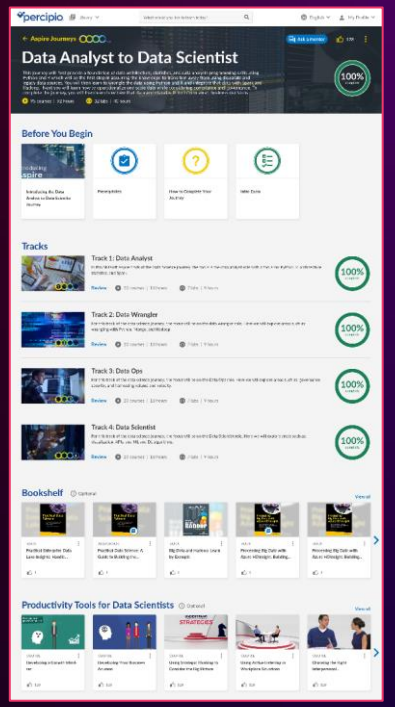


Practice labs, test prep, bootcamps*





Aspire journeys, channels



Role-based
Skill-based

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Learning platform objectives



Globally Scalable

Available and resilient
Responsiveness
Open source
Ease of adoption of new services

Operational effectiveness

Manageability
Consistency
Cost effectiveness
Deployability and maintenance

Secure

FedRAMP compliance

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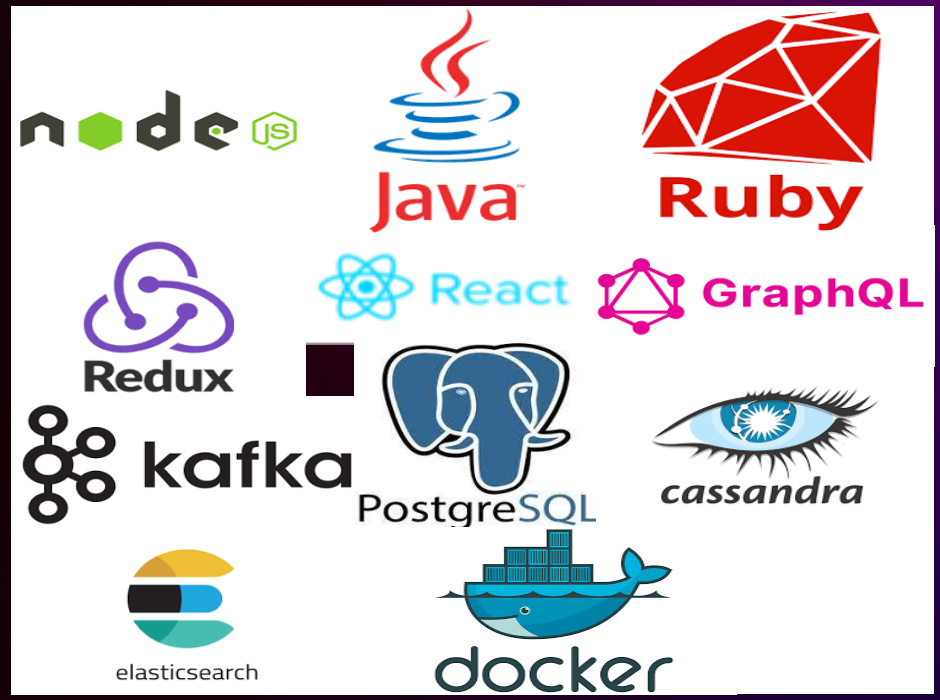
Architecture and technology choices

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Platform overview

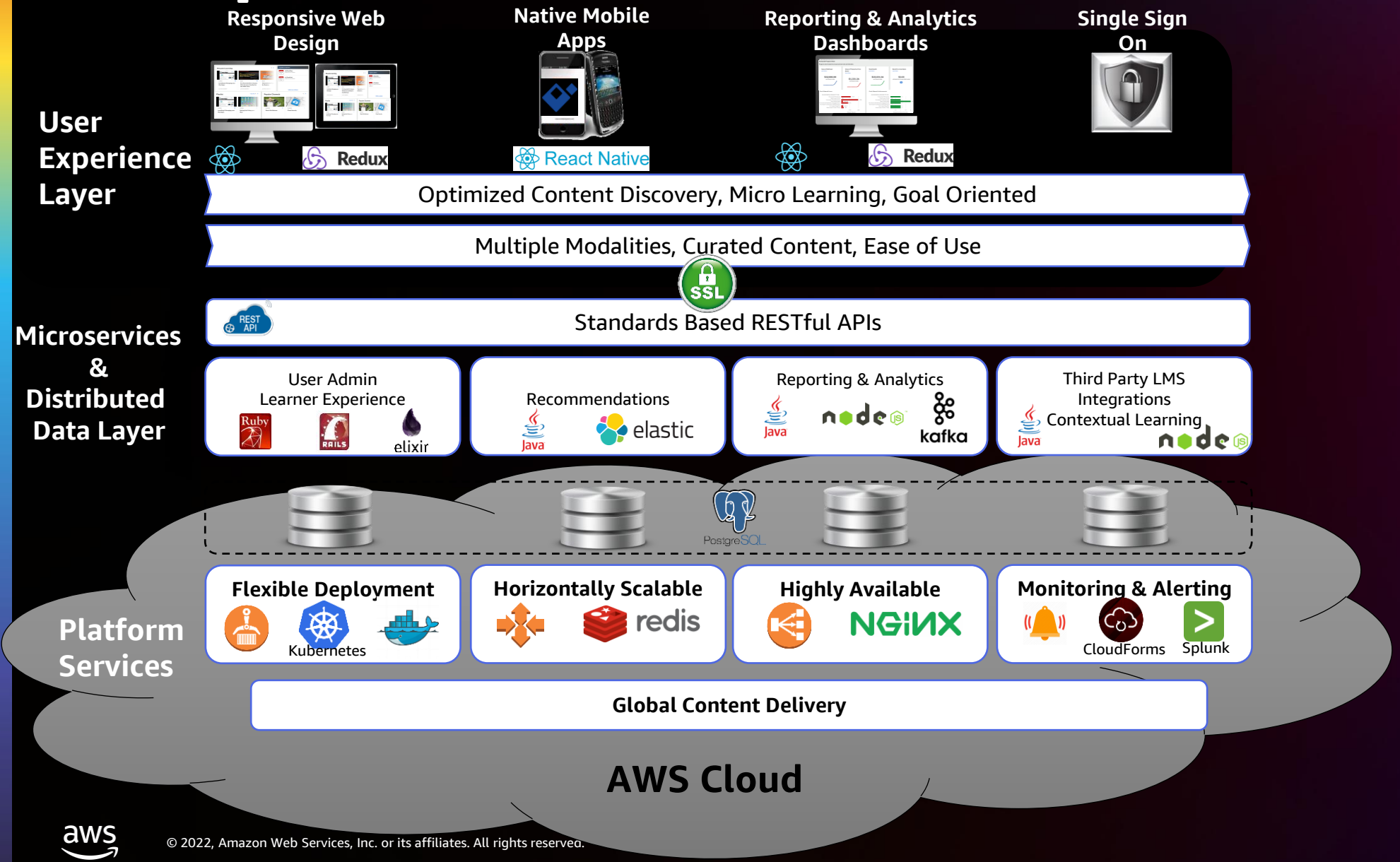
Modern Technology stack for delivery platform
Modern programming languages for speed and agility
Modern development tools for enhanced collaboration and process





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Percipio architecture



Innovative

Delivering multi-modal engaging user experience

Best of breed

Leverage mature open-source and vendor solutions

Searchable

Curated content, targeted search, recommendations

Scalable

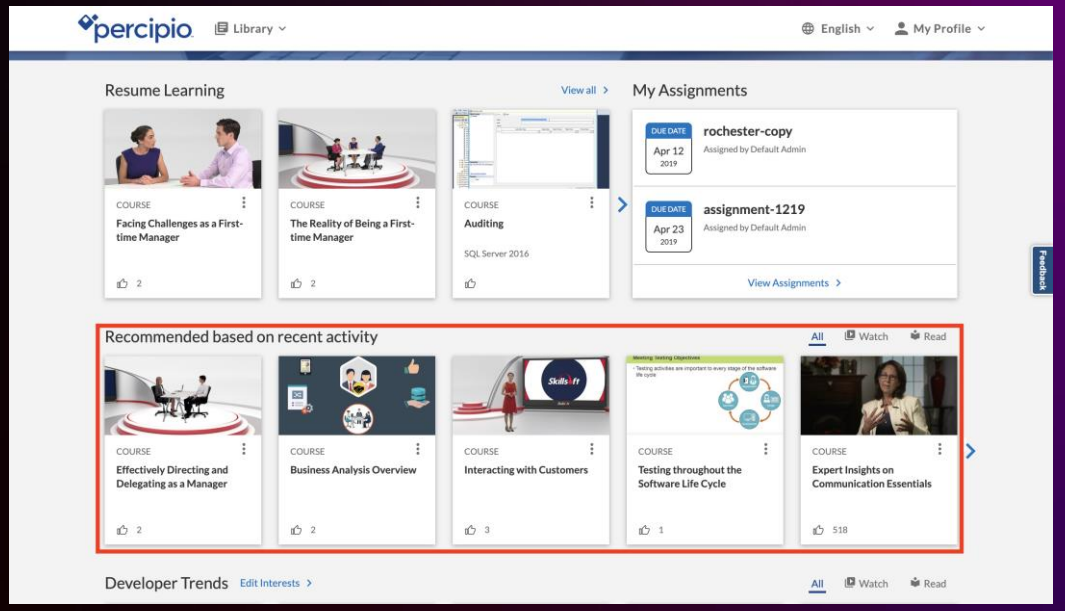
Auto scalable, platform agnostic, fault tolerant with minimum downtime

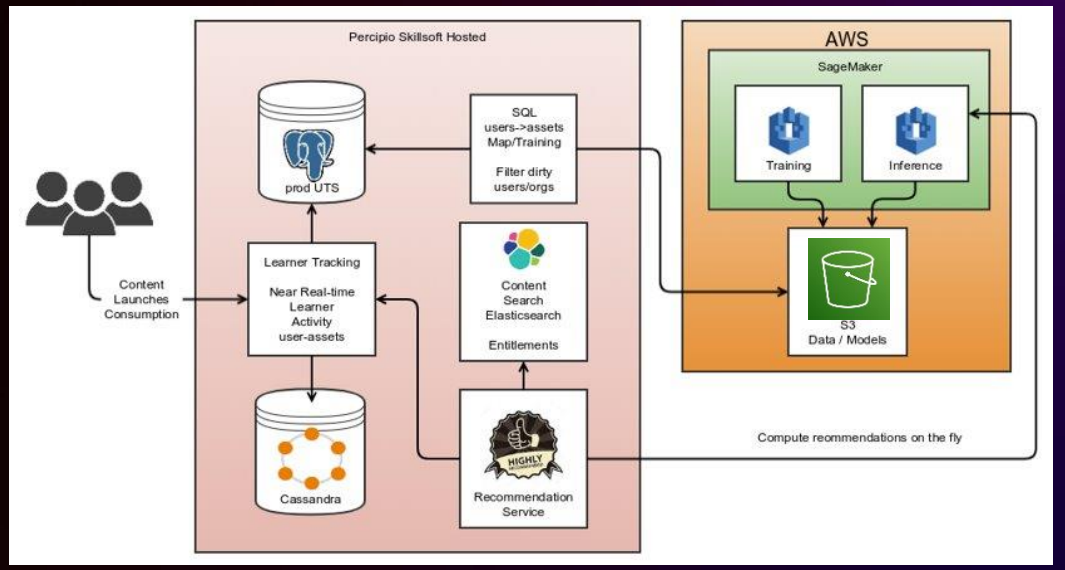
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Percipio's AI Engine

- **Personalized learning recommendations** using the latest in machine learning and AI
- Leverages **wisdom of crowds** across Skillsoft's millions of users and half a million assets
- Identifies and suggests multi-modal content based on user activity, interests, skills, competencies, and job roles
- **Realtime user activity** drives recommendations
- **Customized learning journey** based on predetermined roles and skills
- **Personalized notifications** for engaging users with highly relevant content
- Automated descriptions for video content using GPT3
- Generation of Q&A for assessments
- Smart search using BERT



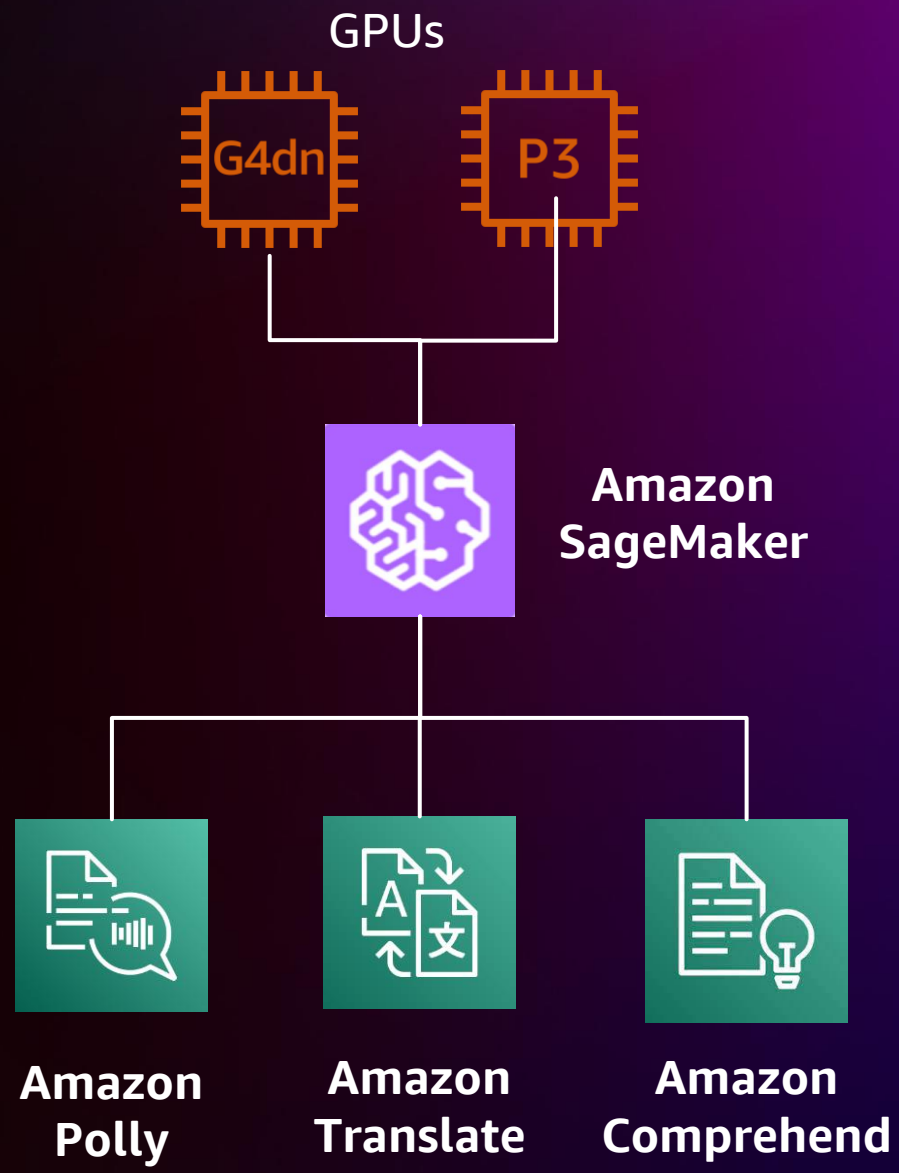


Amazon SageMaker | TensorFlow | NVIDIA

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Percipio and AWS AI services

- AWS enables instant elastic access to hardware and software
  - Small GPU instances for testing datasets to validate AI architectures
  - GPU clusters to train our large production models on years of data from millions of learners
- Multiple GPUs used in production for:
  - Search query vectors and similarity
  - Recommendations using collaborative filtering and similarity
- AWS AI services leveraged
  - Amazon SageMaker for training and operating AI
  - Amazon Polly for text to speech
  - Amazon Translate for initial near real-time closed caption translation
  - Amazon Comprehend for keyword/phrase extraction for curation and clustering



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Key takeaways

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Percipio from on-prem legacy to AWS Cloud

Legacy on-prem

- High costs in maintaining legacy data centers
- Hardware replacement 3–5 years
- Staff costs to manage data centers
- Complex to manage
- Cost of maintaining DR sites

AWS Cloud

- Simplified DR model
- GDPR support for European customer
- FedRAMP support for US government





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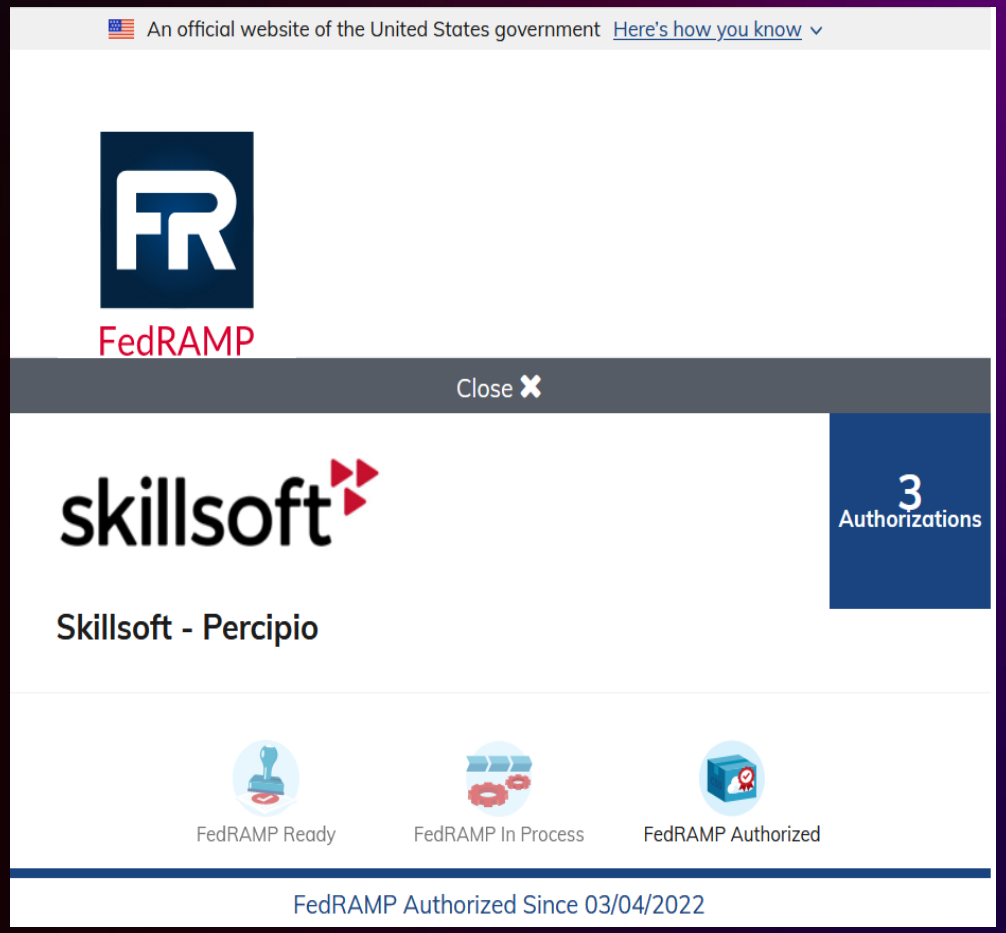
FedRAMP – Easier on AWS

Skillsoft achieved FedRAMP Moderate authorization for Percipio 19 months after going live on AWS

17 control families with a total of 325 control

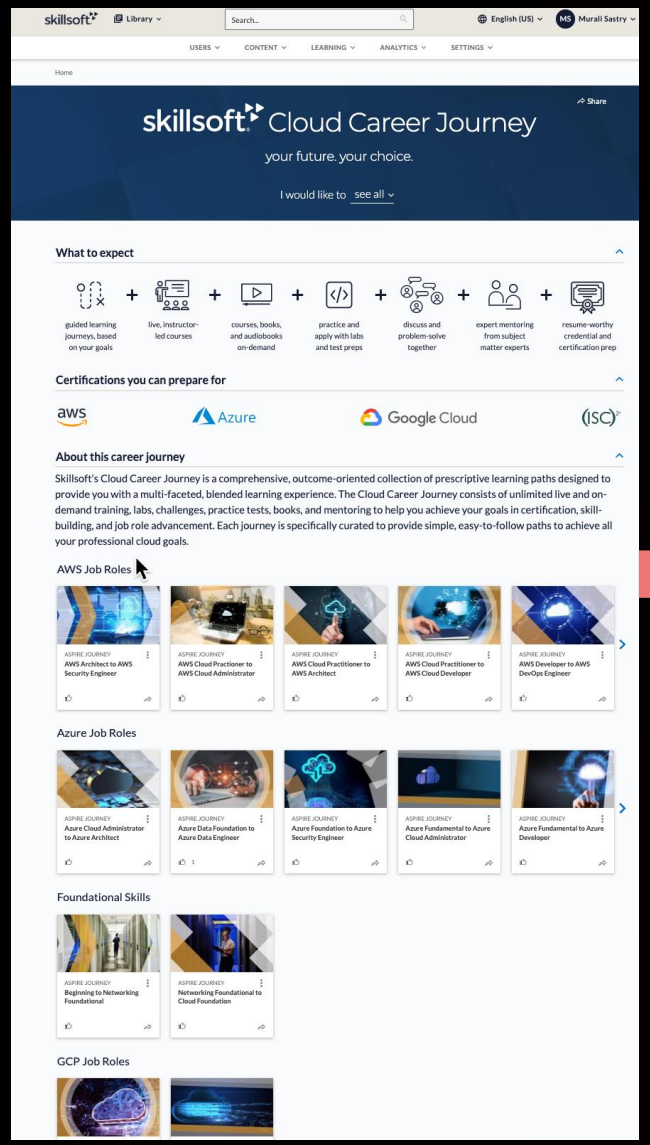
The following things facilitated this process:

- Ability to inherit AWS controls
- Ease of implementing data at rest encryption everywhere for block, file, and object storage
- Benefits of the Shared Responsibility Model
- Faster path to DR capability

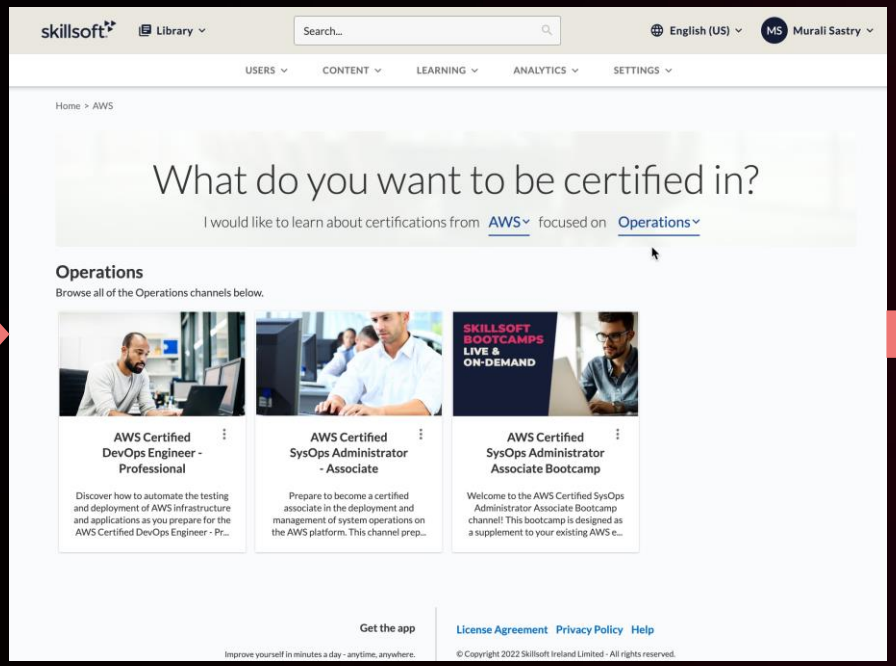


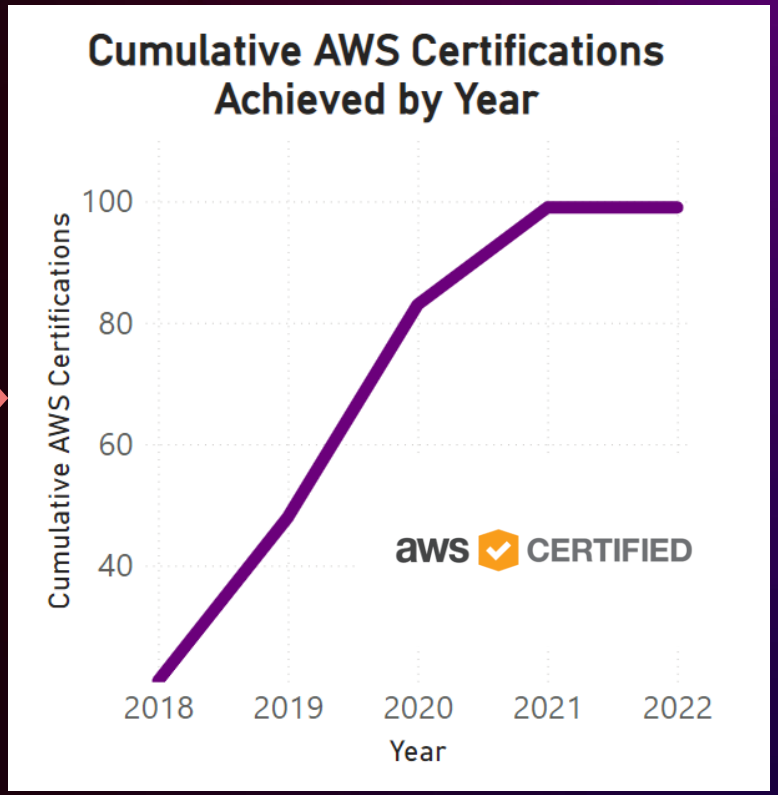
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Building internal operational capabilities



Transforming internal workforce to develop expertise in AWS services is key to success





AWS Certifications achieved by Skillsoft's DRE staff through Skillsoft career journeys and certification leading to staff members achieving 99 AWS Certifications

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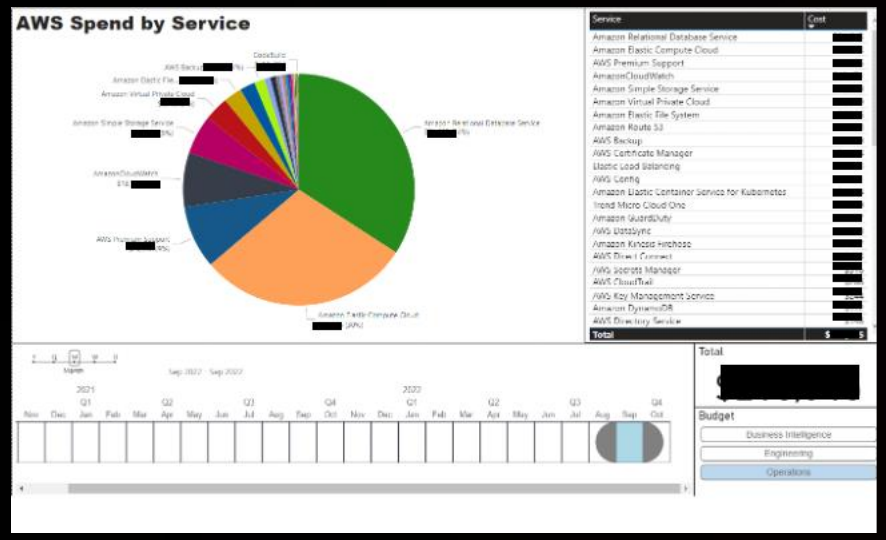
Operational excellence through devOps model

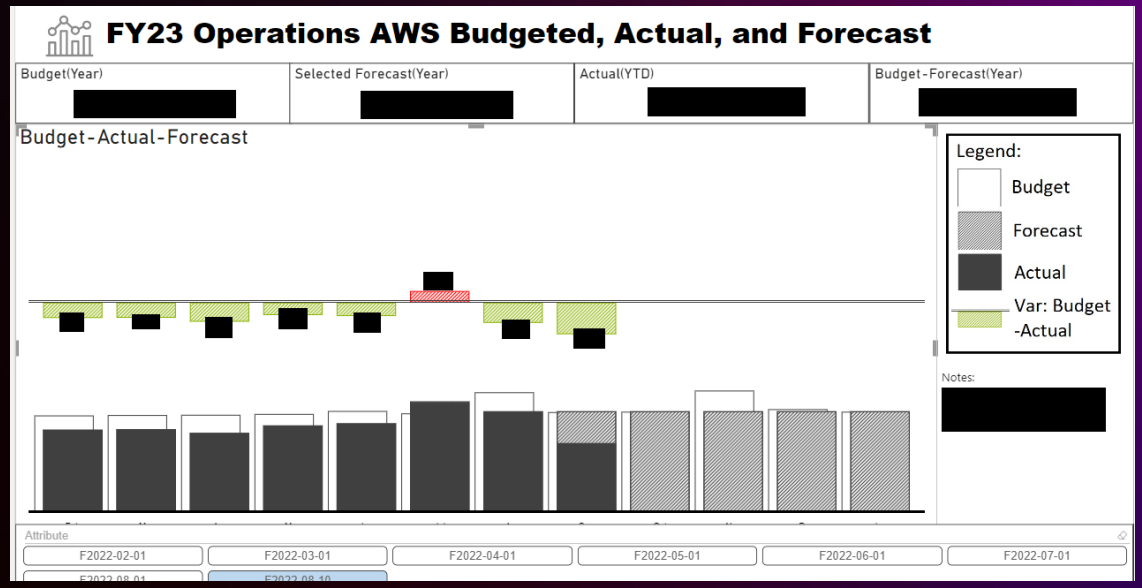
- Infrastructure as code (IaC)
- Configuration and consistency
- Increased velocities in delivering updates
- Easier to maintain and update our middleware stacks

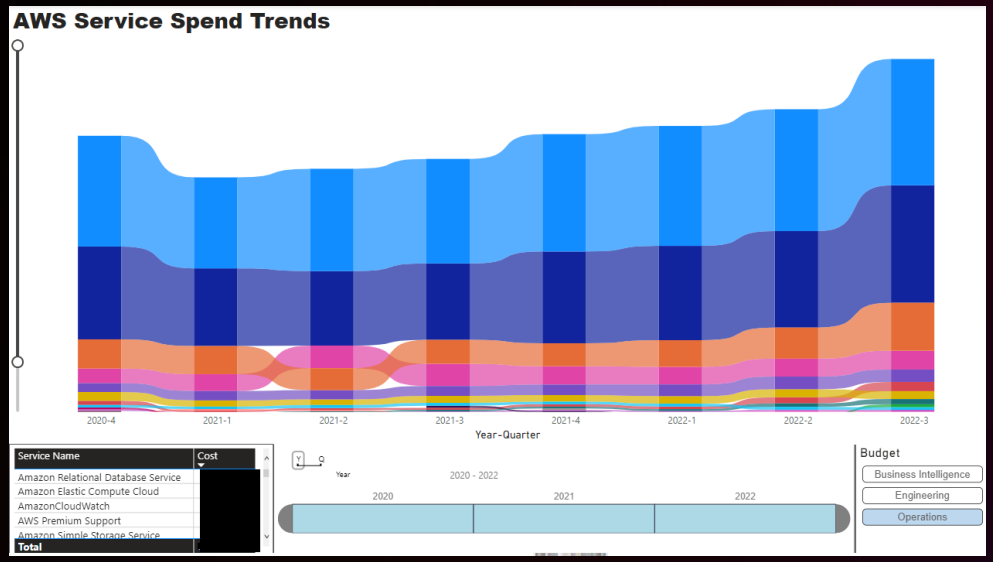


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Developing FinOps as a discipline



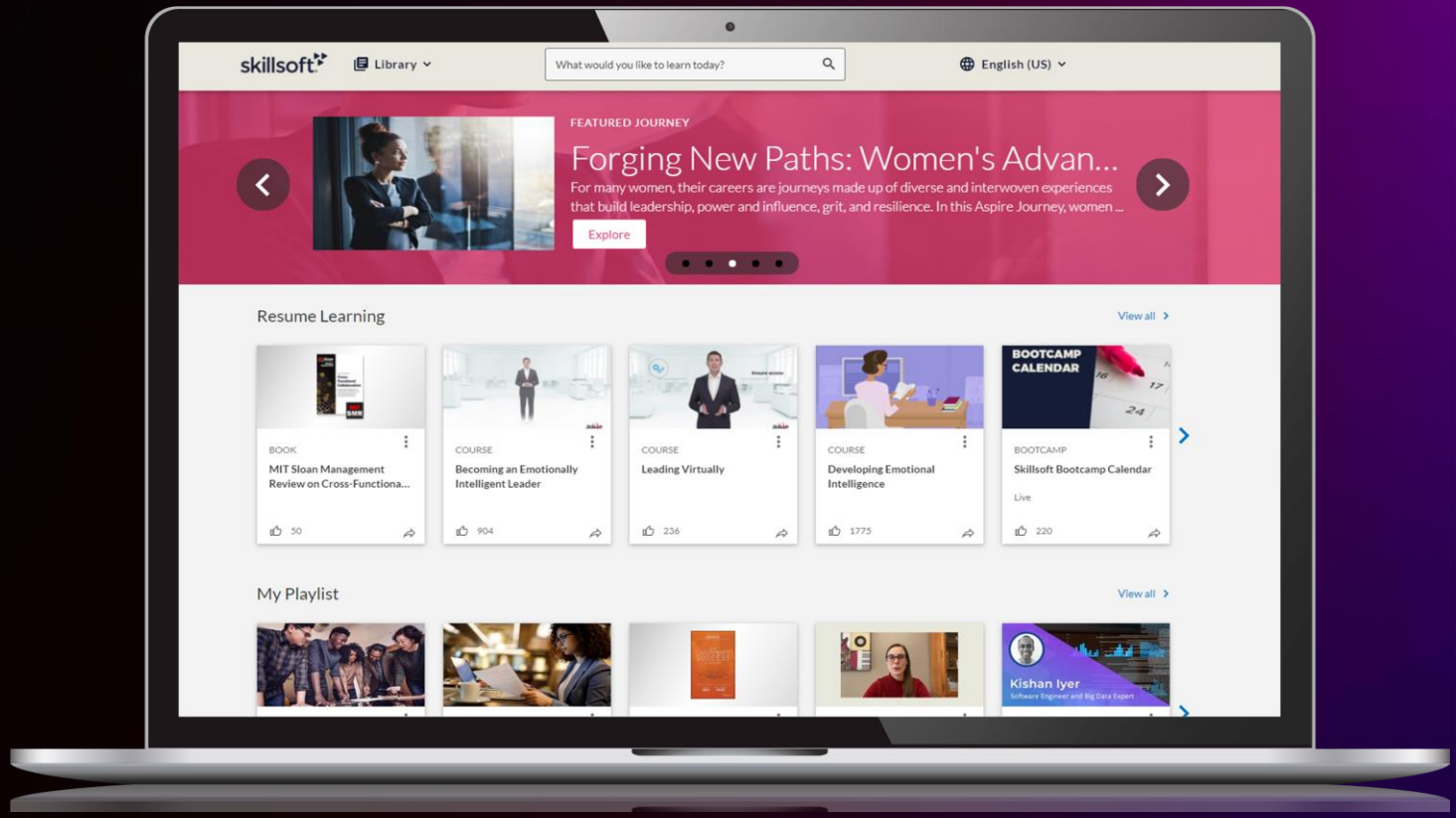




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In summary: Skillsoft and AWS

- Building a scalable modern platform for growth
- Leveraging AWS products and services solving your business problems (for example, FedRAMP, AI, etc.)
- Operational efficiencies in the cloud
- Embracing culture change and DevOps model
- Building internal capabilities through training



aws PARTNER

Skillsoft recognized as Training Partner of the Year for North America

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Thank you!

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