

# Lumify Learn Builds Student Confidence with Heropa's Virtual Labs



Industry  
Education



Employees  
100+



Location  
APAC

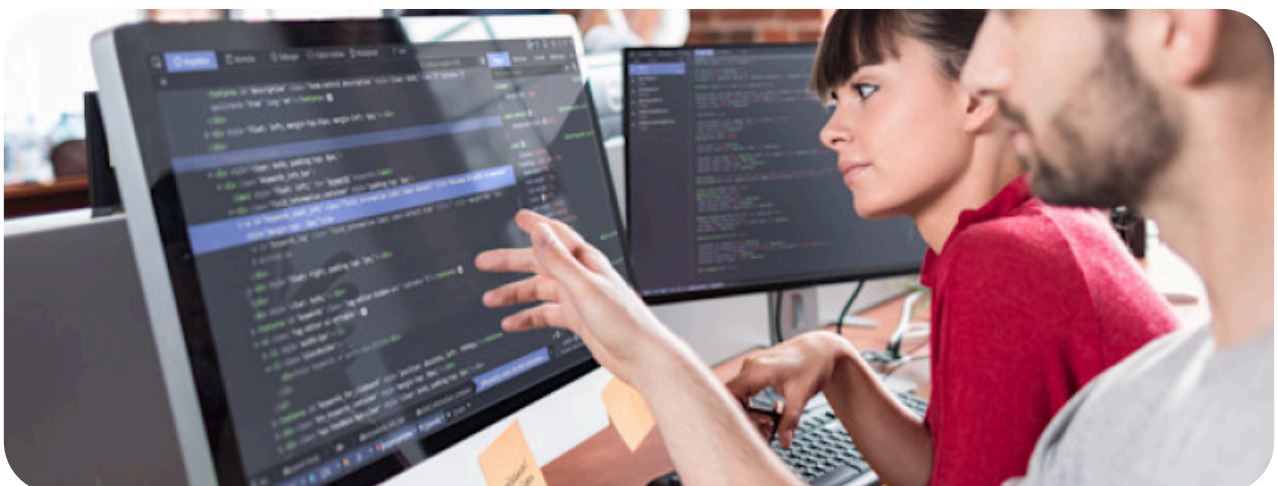


Heropa  
Users since 2021

## About

Lumify Learn is a registered training organization (RTO) delivering online IT courses across the Asia-Pacific (APAC) region. As part of the Lumify Group – APAC's largest vendor accreditation provider – Lumify Learn specializes in certificate and diploma-level qualifications as well as vendor-specific boot camps for IT professionals.

Learn more about Lumify Learn at <https://lumifylearn.com/>



# Challenge

When COVID-19 accelerated the demand for online learning, Lumify Learn faced significant challenges scaling their infrastructure to meet the needs of a growing student base. Their initial solution relied on self-managed servers and student-owned hardware, which proved inadequate due to:

- Inconsistent student hardware capabilities impacting lab performance.
- Existing infrastructure was unable to handle increased concurrent users.
- The need for complex, real-world IT labs that weren't supported by other platforms.

**We needed to provide hands-on, practical IT training, but our infrastructure couldn't keep up with demand.**

**Aline Kokotovic, Team Leader for Trainers, Lumify Learn**

# Solution

Lumify Learn partnered with Heropa to deliver scalable, customizable virtual labs that met the rigorous requirements of their training programs.

- **Flexibility:** Support for complex, real-world scenarios using bare-metal servers, nested Hyper-V, and broken environments to simulate troubleshooting tasks.
- **Seamless LMS Integration:** Single sign-on functionality with Moodle allowed students to easily access labs.
- **Scalability:** Capacity to handle hundreds of concurrent users with zero performance degradation.
- **Trainer Tools:** Features like over-the-shoulder assistance, notes, and environment resets enabled trainers to monitor and support students effectively.

## How we helped

Heropa enabled Lumify Learn to create highly dynamic and flexible training environments that cater to diverse student needs. Key aspects include:

- ✔ **Tailored Labs for Real-World Scenarios:** Lumify Learn have designed labs that mirror real-world IT challenges, such as configuring load balancers, setting up Hyper-V virtual machines, and managing complex networking tasks. Students tackle practical issues like fixing broken environments, troubleshooting misconfigured servers, and resolving security vulnerabilities.
- ✔ **Safe and Isolated Environments:** Each student environment is completely isolated, ensuring that mistakes only affect their own instance. This gives students the confidence to experiment freely without fear of disrupting others or permanently damaging their progress. The ability to reset environments instantly further reinforced this sense of safety, allowing students to focus on learning and problem-solving.
- ✔ **Set-and-Forget Lab Management:** Once lab templates are created, trainers rely on Heropa's robust infrastructure to handle the rest. Labs run automatically, with lifecycle policies managing suspension and deletion based on activity, reducing the administrative burden for trainers. This streamlined approach allows trainers to revisit and update labs only when they want to introduce new scenarios.
- ✔ **Trainer Oversight:** Heropa's over-the-shoulder assistance capabilities means trainers can monitor student progress in real time, identify where students are struggling, and provide targeted guidance. This not only improves learning outcomes but also strengthens the relationship between students and instructors.
- ✔ **Rapid Iteration for New Training Ideas:** Trainers can experiment with new exercises and scenarios quickly and efficiently. For example, creating a virtual network of machines without connectivity or setting up environments with simulated load balancers provides students with unique challenges that enhance their learning experience.
- ✔ **Ease of Modification:** Trainers can regularly update and customize labs, ensuring that exercises remain fresh and relevant. Instructors can introduce new configurations or issues, such as crypto-locked files or misconfigured DHCP and DNS settings, to keep students engaged.

# Results

With Heropa, Lumify Learn has achieved measurable improvements across their training programs:

- 15–20 average monthly graduates completing courses and finding IT roles.
- High engagement in technical units with completion times reduced to 2–3 weeks for practical assessments.
- Enhanced scalability: allowing up to five concurrent instances per student with no performance impact.

**The flexibility Heropa offers - whether it's running Hyper-V, AWS, or Azure environments - is a game-changer for our IT training programs.**

**Aline Kokotovic**

The ability to host concurrent users without degradation in performance has proven transformative for Lumify Learn. Students can independently run resource-intensive environments, including multi-server setups and nested virtualization, which were previously impossible due to hardware limitations. Heropa's scalable infrastructure allows trainers to simulate high-performance scenarios like configuring load balancers, setting up virtual networks, and implementing security protocols—skills critical for IT professionals.

## Outlook

Lumify Learn continues to innovate with Heropa, exploring new features such as:

- Direct access to disposable cloud accounts with cost guardrails.
- Expanded use of virtualized environments across AWS and Azure.
- Further customization of labs to meet evolving industry standards and student needs.

The platform's flexibility ensures that Lumify Learn can adapt to future challenges, enabling them to test and deploy new training concepts quickly. This capability allows Lumify Learn to stay ahead of industry trends, ensuring students graduate with skills that meet current market demands.

# About Heropa

Experience the future of technical training with Heropa, the leader in interactive product experiences.

Our Virtual IT Labs empower training teams to deliver fully immersive on-demand and instructor-led training environments tailored to each customer's needs.

Our clients save time, control costs, and deliver superior learner experiences with Heropa.

Email us at [sales@heropa.com](mailto:sales@heropa.com)



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