

Schneider Electric Modernizes Customer & Partner Training with Heropa



Industry

Energy Management
and Automation



Employees

100,000+



Location

Global

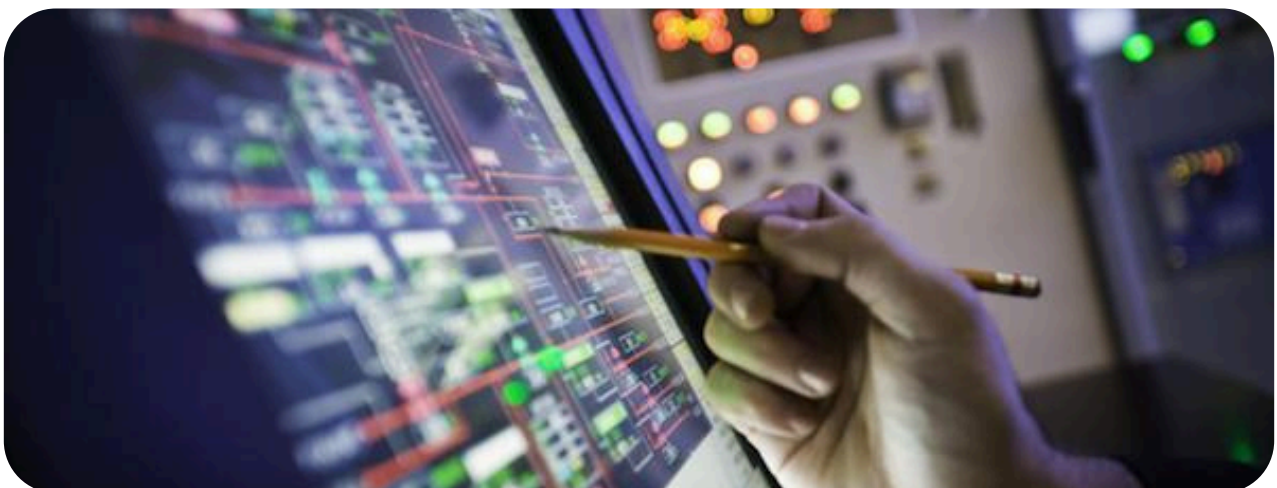


Heropa

Users since 2021

About

Schneider Electric is a global leader in energy management and automation solutions, operating in more than 100 countries. They provide innovative products and services that enable efficient resource management and sustainable energy usage. Their Secure Power Division focuses on IT infrastructure, offering data center solutions and software for managing critical infrastructure, energy efficiency, and sustainability reporting. With a strong commitment to digital transformation, Schneider Electric continuously strives to empower customers with smarter and more connected systems.



Challenge

Schneider Electric's software solutions—particularly in data center infrastructure management (DCIM)—play a vital role in helping customers optimize energy use and drive operational efficiency. Yet, the company faced significant challenges in training customers and encouraging software adoption:

- **Inefficient Training Models:** Traditional in-person training required extensive time, travel, and resources, making it difficult to scale globally. Limited data simulation further constrained user understanding and confidence.
- **Complex Software Requirements:** Schneider Electric's software relies on live data and real-world configurations to deliver full value, demanding hands-on, interactive training.
- **Upgrade Resistance:** Despite improved features, customers hesitated to upgrade, concerned about downtime, steep learning curves, and risks to critical infrastructure.

Our software is powerful, but customers often needed a push to understand its potential and overcome adoption barriers. Training needed to be more accessible, interactive, and scalable.

**Andrew Sylvester, Head of EcoStruxure IT Software Services Strategy,
Schneider Electric**

Solution

To overcome these challenges, Schneider Electric partnered with Heropa to modernize its training approach. Heropa's virtual lab platform delivered a scalable, interactive solution tailored to customer needs.

How we helped

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- ✓ **Customized Virtual Labs:** Schneider Electric created virtual environments replicating real-world configurations, allowing customers to safely explore and learn their software in a risk-free setting.
- ✓ **Simulated Data Scenarios:** These replaced the challenge of accessing live systems, ensuring relevant, practical training.
- ✓ **Pre-Deployment Training:** Customers could train on tailored configurations prior to deployment, reducing operational risk and ensuring smoother go-lives.
- ✓ **Scalable Global Delivery:** Heropa's cloud-based infrastructure enabled consistent, high-quality training for thousands of users worldwide.
- ✓ **Facilitated Software Transitions:** Heropa's hands-on training approach lowered upgrade resistance, helping customers adopt new versions with confidence.

Results

By adopting Heropa, Schneider Electric achieved measurable improvements across training and customer adoption:

- Increased Software Adoption: Customers gained confidence and proficiency, leading to higher feature usage and long-term retention.
- Reduced Operational Risk: Pre-deployment training served as a “dress rehearsal,” reducing live operational errors and transition challenges.
- Cost and Time Savings: Virtual training replaced in-person sessions, lowering costs while maintaining high training quality.
- Global Scalability: Enabled Schneider Electric to meet training demand efficiently, supporting thousands of users across multiple regions.

Heropa’s platform has transformed our training programs, making them more accessible, efficient, and impactful. Our customers are better equipped to succeed with our software.

Andrew Sylvester

Outlook

Building on this success, Schneider Electric plans to further expand its partnership with Heropa to drive innovation and adoption:

- Virtual Instructor-Led Programs: Adding live, interactive sessions to complement on-demand virtual labs.
- AI-Driven Content: Leveraging AI-generated videos and interactive materials to deliver personalized, multilingual training experiences.
- Enhanced Partner Enablement: Offering certifications to ensure partner expertise and ecosystem alignment.
- Broader Adoption Strategies: Scaling training initiatives to reach new and existing customers globally.

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



Revolutionize your software training!

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