



- TRADE PRESS RELEASE -

CACI International zooms in on online training



Since the COVID-19 outbreak, we've all become a lot more familiar with Zoom. CACI has made online training accessible via Zoom to their international community and set up real-time training from their UK head office.

'Demand for CACI systems from international clients has been particularly buoyant,' explains Dean Nathanson, Managing Director at CACI International. 'However, with so many restrictions on international travel and requirements to self-isolate for 14 days we needed to find a solution that would enable us to provide CACI training for our international clients without the need for international travel.'

Rather than using a static webcam and microphone, CACI quickly realised that to provide efficient training they needed to be able to provide both wide angle room views for group theory training, as well as demonstrate close up facial work and guidance on the CACI touch screen interface.

As a solution, Dean explains: 'We invested in a sophisticated PTZ (Pan Tilt Zoom) camera with 20x Zoom lens, remote control function, widescreen high definition video calling and recording. The camera also has four built-in microphones and a clever voice tracking function, so that whenever the CACI training officer is talking, the camera will automatically focus on them wherever they are in the room. Plus, the camera can switch within a matter of seconds between a close up of the CACI system to the CACI facial being performed or a wide angle classroom view.'

The CACI Training officer can also watch the training delegate mirror and perform the treatment via an HDTV screen. Online platforms like Zoom also enable screen sharing, so CACI training notes and PowerPoint presentations can be shared with training delegates online, so they are well-prepped before the session.

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Brunei and Bulgaria were the first of our new international accounts to have CACI Zoom training. CACI Training Officer Lauren Worth says of the experience: 'Rather than traditional CACI hands-on training, Zoom training has opened up the doors for those that can't currently travel to our UK head office. It makes delegates feel at ease in their own environments, so gives them the opportunity to ask things they might not normally ask. We start with a brief overview of the machine and the attachments, background on CACI, and then we go into the practical, where the delegate mirrors our moves and follows the steps.'

Lauren continues: 'The camera is amazingly clear and we can adapt the shots, so that our delegates can view the treatment from different angles, and the camera can track our voices. It has certainly broadened my skills as a trainer. We record the Zoom session and can forward it on to the delegates to review at their leisure. For countries in lockdown, delegates also had time to practise with the system and were prepared when salons/spas re-opened, so they used their time wisely.'

CACI International's Global Export Manager, Mary Overton says: 'As a global company, communication with our CACI International community is vital to us. By introducing online Zoom training, we responded to the changing circumstances. Feedback has been extremely positive. They have found the training to be extremely time-efficient as it can be planned around their scheduling. Online training has piqued further interest in CACI internationally, with South of France, Poland, Australia and Italy our next accounts to participate.'

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