

Case Study: Boldyn Networks – ITIL® 4 Training Success Story

theknowledgeacademy



Frank Spanola

Senior Manager – Enterprise
Technology Support

Boldyn Networks

Why?

Frank Spanola, Senior Manager for Enterprise Technology Support at Boldyn Networks, wanted to **deepen his digital and IT knowledge to support enterprise technology initiatives**. His goal was to improve service delivery and enhance his ability to drive meaningful process improvements.

Solution

Frank chose **The Knowledge Academy** to complete ITIL® 4 Leader: Digital and IT Strategy Certification. His decision was influenced by the **comprehensive course content, strong reputation, and flexible delivery methods** that suited his schedule. The training focused on strengthening strategic understanding and aligning IT services with business objectives.

Experience

Frank described the training experience as **excellent**. He rated the course content **10 out of 10** and found it well-structured and highly relevant to his role. He praised the trainer's strong subject expertise, noting that complex concepts were explained clearly and engagingly, beyond his expectations.

Outcome

The training significantly **improved Frank's understanding of ITIL practices** and strengthened his problem-solving skills. It also equipped him to implement effective process improvements that support day-to-day operations.

Results

- **Quality of Course Content:** 10/10
- **Trainer Feedback:** Exceeded expectations
- **Booking Experience:** Managed smoothly by Organisation

Client Testimonial



Frank Spanola

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“The training was excellent and relevant to my role. The trainer explained concepts clearly, and the sessions were easy to follow. It strengthened my understanding of ITIL® practices and service delivery. I would highly recommend The Knowledge Academy for its high-quality training and professional delivery.”