

# Case Study: Heidelberg Materials Trading – ITIL® 5 Foundation Training Success Story

theknowledgeacademy



**William Everett**

IT Manager

Heidelberg Materials Trading

## Why?

William Everett, an IT Manager at Heidelberg Materials Trading, **wanted to strengthen his understanding of ITIL® practices** to enhance service delivery within his organisation. He aimed to introduce more structured IT Service Management approaches and improve operational efficiency.

## Solution

William chose **The Knowledge Academy** to complete the ITIL® 5 Foundation Certification, based on his positive previous experience with PRINCE2 training. He appreciated the well-organised delivery and practical learning approach. The course provided practical insights into IT Service Management and supported improved process efficiency.

## Experience

William described the training experience as **very good** and rated the course content **8 out of 10**. He highlighted the trainer's engaging delivery style, which made the sessions clear, practical, and effective.

## Outcome

The training **improved William's knowledge of ITIL practices** and helped streamline processes within his department. It also strengthened his capability to apply structured IT Service Management methods to support operational efficiency.

## Results

- **Quality of Course Content:** 8/10
- **Trainer Feedback:** Exceeded expectations
- **Booking Experience:** Smooth and Easy

## Client Testimonial



**William Everett**

IT Manager, Heidelberg Materials Trading



“The training was clearly delivered and simple to follow, making important concepts easy to grasp. The engaging sessions supported practical learning and helped me use ITIL practices effectively in my role. I would highly recommend The Knowledge Academy for its reliable and well-structured training.”