

Case Study: Softcat – Introduction to FinOps Training Success Story

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Muna Alany

Associate FinOps Analyst
Softcat

Why?

Muna Alany, an Associate FinOps Analyst at Softcat, had taken on a new role in the FinOps domain and **wanted to strengthen her understanding of key FinOps concepts** and practices. She aimed to build the knowledge needed to contribute effectively in her position.

Solution

Muna chose **The Knowledge Academy** to complete the Introduction to FinOps training based on positive feedback received from her team. The course provided a structured introduction to FinOps concepts, focusing on cost management, cloud financial practices, and operational efficiency.

Experience

Muna described the training as **excellent** and rated the course content **10 out of 10**. She found the sessions clear, relevant, and easy to follow. She also appreciated the trainer's engaging delivery and the smooth booking process.

Outcome

The training **enabled Muna to build a strong foundation in FinOps** and strengthened her ability to perform effectively within the organisation. It also increased her confidence in applying FinOps practices in day-to-day responsibilities.

Results

- **Quality of Course Content:** 10/10
- **Trainer Feedback:** Met expectations
- **Booking Experience:** Smooth and easy

Client Testimonial



Muna Alany 

Associate FinOps Analyst, Softcat



“The training was excellent and highly relevant to my everyday work. The trainer delivered the sessions clearly and made the content easy to understand. It has helped me contribute and excel in my role. I would highly recommend The Knowledge Academy for its quality training and practical approach.”