



IMPACTFUL
Powered by LRMG

CUSTOMER SUCCESS BOOSTING C# CAPABILITY

Story



HOW DERIVCO UPSKILLED WITH CUSTOMISED TECHNICAL TRAINING

Client
Derivco

Industry
Software Development/Technology

Solution
Customised Programming in C# Training

Partner
Impactful, Powered by LRMG

Challenge
Varied technical skill levels across teams and the need for hands-on, practical training

Impact
Enhanced programming capability, deeper client trust, over R3 million in follow-on training revenue



THE CHALLENGE

Upskilling testers across mixed skill levels

Derivco needed to strengthen the C# programming capabilities of its QA and Testing teams. While some team members had a technical foundation, others were starting from scratch. What the client needed was:

- » A consistent baseline of technical skill
- » A strong emphasis on practical, hands-on learning
- » A clear demonstration of skills transfer post-training

THE GOAL

Code confidence across the team

Success was defined by one simple question:

“Can participants confidently programme in C# after completing the training?”

This wasn't about theory – it was about building confidence, capability, and practical competence.

THE SOLUTION

A customised C# training programme

Working closely with Derivco's Technical Lead and Technical Training Analyst, our subject matter expert co-created a bespoke training solution: Custom Programming in C#.

Built from the ground up, the solution focused on three pillars:

- » Training – in-depth, instructor-led delivery
- » Assessment – a hands-on coding project
- » Reporting – personalised feedback and evaluation

Each participant completed a practical programming task, which was individually marked and evaluated. This formed the foundation of a detailed feedback report covering technical ability, outlook, growth potential, and perceived limitations.

THE RESULTS

Trust earned, work expanded

The impact was tangible.

- » Delegates – especially those with little to no experience – gained working knowledge of C#

- » Derivco was impressed by the depth and rigour of the training and reporting
- » Impactful became a trusted technical training partner, delivering close to R3 million in services over two years

“We were blown away by the facilitator's expertise and how deeply the training addressed our needs.”

Unexpected wins

By partnering with Impactful, Derivco strengthened its technical capability across teams, while gaining a trusted training partner who could deliver measurable outcomes in a complex, high-performance environment.

Key benefits included:

- » A strategic learning partner who understood Derivco's development environment and business needs
- » Access to software training experts with a track record of delivering practical results across all skill levels
- » Confidence in a delivery team capable of managing complex, high-stakes technical training with precision and accountability

Lessons learned and future thinking

What worked: Deep customisation, technical assessment, and detailed reporting

What could improve: Automating the reporting process using AI or smart tools to reduce manual workload and increase scalability

Feedback builds trust

Customised training is powerful, but customised feedback is what builds long-term trust.

When clients see you've listened, understood, and delivered precisely what they need, the relationship changes. You don't just become a provider. You become a partner. Want to find out more?

Let's connect.

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