



Company Introduction

Our Mission

NC-Expert's vision is simple and straightforward "IT Training Made Easy!" Our company tag line explains our purpose: we are Experts creating Experts.

Our formal mission statement explains a little further: To provide the best quality and most accessible IT industry certification training available, which improves the careers and lives of professional network engineers and brings the best ROI for their employers.

NC-Expert is a group of seasoned engineers and trainers that are different from the rest of the education market. We want to pass along our experience and knowledge to others, in a way that will enable our students to become more efficient in their daily tasks, better engineers and, ultimately, enhance the companies they work for, while continuously moving forward in their successful careers.

We believe all training should produce a Return on Investment. We price our courses and structure our programs around this concept. We know 40 hours of training on highly technical topics crammed into a single week is efficient for the corporations doing the purchasing but sometimes proves difficult for the engineer/students consuming the training.

So we try to make things a bit easier on our students by augmenting our courses with mentoring, webinars, and re-sits of the previously attended class lectures (in most of our classes), until our students comprehend and master the topics covered in their discipline. We call the students "our" students because, unlike a lot of other training companies, we truly care about their individual successes.

We provide extra support to allow those students who are struggling to take a firm hold on IT with the belief that excellent training in an ever-growing career field can change their lives.

NC-Expert's training programs are sought by our client companies because we work hard to ensure that our training is delivered at such a level that it really can make a difference in the lives of our students and in their employers' businesses.

In our own way, we are trying to help make the world a better place.

The NC-Expert Perspective

NC-Expert Outlook

The executives at NC-Expert have been working in industry as executives, managers, advisors, architects, engineers, and trainers directly to/for vendors such as Cisco, CWNP, EC-Council, and many others for decades. We have vast experience in modern, cutting-edge technologies and approaches.

We focus on providing state-of-the-art training to thousands of corporate students and regularly write and design the courses that large household-name vendors use. In addition, we are regularly called upon to develop internal programs for those same large household-name companies. They trust us to write courses and to train their internal employees so we feel we have a unique perspective on the state of the market.

Choose a Program that Produces a Good Return on Investment

NC-Expert believes that all training should produce a definitive return on investment (ROI) for the price paid. Whether the training fee is paid by a large company, or a small family-owned business, money is a valuable asset and we believe in making it go as far as possible.

We offer courses and programs based on a wide range of factors that align directly with criteria for which we know corporations actively search. Our vast network of corporate executives, hiring managers, and recruiters consult with us regularly to make sure we are identifying both the hard IT skills as well as the soft skills needed for successful students and “progressable” employees (those in line for promotion).

We offer training classes in multiple disciplines, from multiple vendors, and can even customize training programs to assist individual engineers with their career goals.

The following table indicates the current salary range for professional engineers:

Job Title	Lowest	Highest
Network Engineer	\$90,000	\$151,750
Wireless Network Engineer	\$100,000	\$168,750
Network Administrator	\$73,250	\$123,250
Telecommunications Specialist	\$59,000	\$99,250
System Security Administrator	\$92,750	\$156,000
Network Security Administrator	\$92,000	\$155,000
Network Security Engineer	\$97,000	\$163,000
Desktop Support Analyst	\$50,500	\$85,000
System Administrator	\$67,250	\$113,500
Help Desk Tier 1-3	\$32,000	\$81,500

(2018 USA Salary Guide-Robert Half Technology)

Current Industry Overview

Network Infrastructure Market

Over the past 5 years, the network infrastructure market has been undergoing an evolution: that of virtualization and convergence of networking, server, and storage, as well as that of software-defined networking (SDN). Essentially, this is the next generation of the virtualization that has been taking shape in the IT world (see description below).

Today, an engineer must be well versed in all aspects of networking to fulfil the needs of most modern corporations. This area is evolving the fastest in the cloud and data center disciplines. Additional skills such as programming in Python are now becoming desirable.

The network engineer of the next ten years will have to know the core technologies well enough to be able to interact with them all as a unified system. SDN allows corporations to build application-centric infrastructures that are dynamically programmed to adjust to an application's needs on a sub-second basis.

Within the enterprise, another major trend that is rapidly creating gaps and needs, with sustained growth predicted over the next ten years, is Wireless/Wi-Fi. Today, the trends of BYOD (Bring Your Own Device) are forcing corporations to rapidly expand and optimize their infrastructures to compensate for the explosion in the number of devices brought into the workplace. In the early 2004 timeframe, the norm was that an employee was assigned a PC within a permanent cubicle. Nowadays, that same employee works from the office, home, or on the road and is always "on". The devices used today are exclusively connected via wireless technologies.

Enormous strides in capability have recently occurred, such as location-based analytics, where a retail store, for example, can track a customer as they walk through a mall and predictably offer advertisements and coupons based on previous purchases and specific location within the mall in real-time with accuracy measured in inches. You can imagine that the adoption of this enormous new revenue stream is pushing companies to invest heavily.

The last area where all of the above evolutions have opened previously untouched networking opportunities is with devices not traditionally considered network-attached devices. This area is referred to as the Internet of Things (IoT) / Internet of Everything (IoE). Both of these areas represent a double digit trillion-dollar emerging market that is expected to be fully adopted as mainstream within the next ten years. Everything from apparel, glasses, and watches, to red lights, cars, and appliances fall into this category. The potential benefit to the average corporation is unlimited.

The entry-level candidate looking to enter the IT market today should be fully ready to present themselves as someone who has begun gaining the skills that these potential employers are actively seeking.

Security Market

Security is a major area that has rapidly evolved since 2004. Back in 2004, it was simple enough to understand the basic tenets of security to be useful to a corporation. Most companies, at that point, considered basic firewalls and virus protection to be a valid security approach. Today, the landscape is far more complicated. Firewalls and virus protection are still used, but are understood to have exploitable weaknesses.

Large vendors such as Cisco, IBM, HP, etc. have gone through a number of years of heavy development and acquisition to modernize their security portfolios. Today, major offerings include malware protection, intrusion detection, anomaly detection and mitigation, and programmable policies combined into single appliances. This advance has created multiple disciplines within security, from policy engineer, through infrastructure security engineer, to security analyst. At this time, the highest-growth sector in security is cyber security: the art of analyzing the threat. No longer are companies taking a purely reactive approach: they are now taking a *proactive* approach. Cisco, for example, has recently announced a brand new cyber security certification track.

BYOD devices require a complex and jointly-owned personal and corporate policy strategy. Wired and wireless security differs in approach and technology used, and the requirement to protect all the billions of devices being connected through IoT/IoE will make this an in-demand field for many years to come.

Server/PC Market

There are many people throughout the market serving in senior roles in the server field that began as CompTIA A+ or Microsoft MCSA but, at the entry level, there is far more competition and less job security. Many large corporations have moved their helpdesk operations outside of the US. Today, there is very little need for an employee that can put together a PC from parts, because most corporations have large purchase agreements with vendors such as Dell and Lenovo to provide complete, ready-made systems. In addition, the emerging trends for corporations today are described in what the industry calls BYOD (Bring Your Own Device). BYOD began a number of years ago with the introduction of the iPad as a predominant employee-end device. Since most corporations cannot fight this trend, they are now openly embracing it.

For example, over the past few years one major, world-leading technology company has almost completely stopped issuing laptops to its employees. As a result, the employee can get a stipend to purchase their own. At the same time, the predominant devices in this company have rapidly become Mac laptops and iPads. Interestingly enough, this same company initiated a policy of having no official helpdesk to support Apple products. However, they allowed the employees to purchase the Apple Maintenance Plan when they purchased their devices. This same trend is happening everywhere throughout corporate America and is growing at a rapid pace.

Within the server world, the trend is moving towards heavy virtualization. This began in mid-2008 with the introduction of VMware and required that a server engineer needed to be skilled in multiple operating systems such as Microsoft, Linux, VMware and Citrix to stand out and remains true today. From a skill-set perspective, the more desirable skill in this market is to be a well-rounded server admin, who is familiar with multiple enterprise systems. As part of the BYOD and Virtualization trends, many companies are rapidly expanding their support of Virtual Desktop Infrastructure (VDI): you buy your own laptop and then connect to VMware/Citrix where you will load a corporate version of Windows.

This is an attempt to merge the “wild west” of BYOD with the traditional corporate-owned device. The other major trend in this area is that Cisco is now the leader in many sectors of server sales, which occurred as a result of a launch in 2008 of the Cisco UCS server “family”. They changed the paradigm completely by merging server hardware with networking and storage, thus creating a single, converged system. Today, the engineer responsible for that system must be cross-skilled in multiple server technologies, networking, and storage. The same applies to IBM and HP where all three major players are doing the same thing.

In short, a person trying to get an entry level job as a server admin will find it much harder if they choose the wrong certifications, or none at all, to go with their limited experience.

The NC-Expert Solution

Our Solution

NC-Expert is a top supplier of very high-end IT industry technical vendor certification training. We provide training to the same types of companies that our students ideally want to work for.

We put our heads together with our vendors, customers, and various government departments to create unique programs that are designed to help our students, without the fear of being taken advantage of – which is an all-too-common problem in the industry today.

Our courses are priced to give our students the absolute maximum amount of training we can, in the areas that are most in demand. From a career-minded engineer's perspective, they not only want to get a certification that is recognized, but also want to get the ones that are in demand - specifically, in areas of technology that are growing. The student must consider where this will place them in 10 years from when they earn the certification. Choosing the wrong certification or technology will end up being a waste of time and money that may start them on a path that is difficult to reverse.

We have had multiple people, from multiple organizations, scrutinize our courses and programs to ensure we only include training from companies that are leading in their respective markets, and followed the lead of hiring managers that are investing corporate money into the classes we already included to better fit their existing teams. We have a simple goal: we want our students to be the envy of the teams they are joining.

Training our Students

NC-Expert is an established, authorized learning partner of Cisco, CWNP, and EC-Council. We also provide authorized CompTIA training through a strategic relationship. This is a vast difference from many of the other companies and colleges that typically provide non-authorized versions of the training.

Our courses and programs were created to ensure participants would gain the latest-and-greatest training from the vendor. Choosing a provider that presents their own version creates a situation where the participant may not be getting the best or most updated training.

As a strategic partner to the vendors we not only provide their most current authorized and endorsed content, we are often the company that develops and writes the content for the vendors either under our own name or that of one of our partners. In addition to this, our executives have maintained longstanding relationships with the executives at these vendors and many of their internal engineers that create the very products represented in the training. We are occasionally privileged to inspect technologies prior to their being released.

We are the go-to partner to train many of these vendors' engineering, sales, and/or executive staff members on their own products as they are going to market. In short, with our classes and programs, NC-Expert students are learning directly from the source.

Our classes are taught by seasoned instructors. We choose the individuals that are at the top of their careers, most of whom have achieved numerous expert designations in multiple fields. We do not use instructors that are at the same level as those graduating from the apprenticeship programs. Typically, our instructors have 10-20 years, not only in the field, but as top level engineers in their own right – who have been (or still are) responsible for very large enterprise environments. Several of our top instructors have designed some of the largest networking environments in the industry.

All of our classes are delivered as live instruction. We offer both an in-person attendance option as well as a virtual attendance option. The student will not be left to learn on their own with second-rate videos. They will always have the ability to ask questions and be taught by a living, breathing instructor who has first-hand knowledge of the topic.

Our virtual attendance option is provided via cutting edge video conferencing platforms which allow live, full interaction of both instruction and the all-too-valuable hands-on lab exercises that accompany most of our courses. The only thing missing is the extra cost associated with travel.

Additional webinar events are offered multiple times each month on topics that are typically harder to learn, and leverage the same virtual attendance platform. These allow students to pack in even more training after hours.

In addition, we extend our practice of group mentoring to many of our programs. This prevents the student from ever getting into a situation while learning, where they get stuck without having someone to explain the topic. We know from years of experience that no one comprehends every topic and our enhanced programs give the student extra help on those topics that are proving more difficult to grasp.

We also know the certification process itself is a daunting task, so we offer workshops on test-taking techniques and study habits to aid in this aspect as well.

In addition, another benefit to our training is that we host students from all walks of technology and at all levels – a great networking tool!

Why Choose NC-Expert?

NC-Expert is an established and proven leader in cutting-edge IT industry certification training. As our instructors, we recruit only the top talent in the market – those individuals who have years of experience, not only in teaching, but also who have practical experience in designing, deploying and managing some of the largest IT environments on the globe.

NC-Expert's relationships within the IT industry extend from senior executives, from the largest vendors in the industry, through to training many Fortune 50-sized companies' IT engineering staff. We also train engineers from the many branches of the military. NC-Expert's team has a long tradition of business, technical, communication, and written work spanning many decades.

NC-Expert is a privately-held, woman-owned, C-corporation based in Pleasanton, California. The company was established in 2011 and its training and consulting services are delivered globally. The full corporate name is NetCertExpert, Inc. and uses the legal dba of NC-Expert.



NC-Expert is also aligned with cutting-edge industry-standards organizations such as the Wireless LAN Association (WLA)



Current Government and Military Business Relationships

NC-Expert has an over-5-year history of being a preferred provider for many government and military-run programs.

To date, the company has trained more than 1,000 active duty, guard and government employees to support their ongoing operations running the IT infrastructures that these organizations support.

During this time, the company has conducted just under \$2M in business with these organizations. A short list of some of these organizations is as follows:

- US Navy
- US Army
- US Air Force
- US Marines
- US Coast Guard
- DoDIIS
- SPAWAR
- CENTCOM
- PACOM
- SOCOM
- USARPAC



We have established invoicing and supplier numbers within the government system:



Authorized Training Capabilities



CISCO Cisco Systems Inc.

NC-Expert maintains a strategic and specialized Authorized Learning Partner status with Cisco Systems Inc. Our programs meet or exceed Cisco's stringent standards. This includes continuous auditing of content, teaching ability and business health. NC-Expert maintains a 4.9 out of a 5.0 scale in quality and satisfaction, year-on-year.



NC-Expert is currently a go-to leader for Cisco's highest tier of training and certification in the Cisco Certified Internetworking Expert (CCIE) programs. We have and continue to be a go-to partner for training their employees, partners and customers on products and features as they are brought to market. Executive leadership within their product teams routinely engage our services as advisors on developing strategic go-to market plans for their most disruptive launches.

Certified Wireless Network Professional



CWNP (Certified Wireless Network Professional)

CWNP was created as a vendor neutral wireless technology standards organization. As one of their earliest Authorized Training Partners we helped to create and grow many of the programs and certifications in the market today.



As a Premiere Authorized Training Center, CWNP's highest tier of partnership, we maintain strict standards that enable us to be one of The few global companies that offer training across CWNP's entire portfolio.



EC-Council EC-Council

As an Approved Training Center NC-Expert offers authorized versions of the Certified Ethical Hacking (CEH) program among others.

We have met or exceed their existing standards for course quality and instructor competence year-on-year.



Our background in Security and Cyber Security allows us to combine the industry's leading Cyber Security programs from EC-Council, Cisco and CompTIA to ensure our customers have a full view of Cyber Security in this ever changing environment.

Our Executive Staff



Rie Vainstein - CEO

With decades of business leadership experience, Rie is focused on ensuring that our operations and procedures are streamlined to support the company's continuing growth and to maintain the excellent standard of our customer satisfaction. She graduated Summa Cum Laude from San Jose State University (California, USA) in Business Management, with special focus in High Tech. She has enjoyed a long and varied career in multiple industries including: law enforcement, retail, healthcare, design, wholesale, financial services, property management, biotechnology, and venture capital, and successfully worked on several entrepreneurial ventures before founding NetCertExpert, Inc. (DBA "NC-Expert") in 2011.



Phil Morgan - CTO

With over 30 years of Engineering experience Phil is focused on ensuring our company is focused around the engineering and technologies that our customers and partners need today. He began his career by graduating from the University of South Wales with a degree in Computer Studies. He went on to successfully achieve his CCIE in 1999 with his first CCIE in Routing & Switching as number 5224. He later completed his second CCIE in Voice/Collaboration. Phil is a master instructor and engineer splitting his time between the classroom and customer sites, making technologies work in live environments as well as bringing them "to life" for his students. In addition, he is part of Cisco's Certified Systems Instructor (CCSI) Advisory Board and can regularly be found speaking at major industry events.



Diane Hicks – VP Global Business Development

Over her 22 years' experience within the IT training industry, Diane has helped tens of thousands of students and partners achieve success. During her career, Diane has directed and managed multiple sales teams with great success. She has a wealth of sales and management experience and understands the tenet of delighting the customer. Diane has also enabled numerous business partners to be successful in reselling training courses by providing them with the highest quality mentoring and support. Diane is a graduate from the University of Nairobi, Kenya.

Featured Expert



Tor Olsen - VP of Instructor Operations, EMEA

Throughout the past 34 years Tor has distinguished himself as an expert level instructor and engineer. He founded 2RNet APS, a Copenhagen based company that specializes in Cisco wireless and security consulting. Prior to that Tor was a decorated Warrant Officer in the Royal Danish Air Force for over 17 years. During these experiences Tor has led 1000s of engineers through extremely technical topics and helped many achieve the highest levels of expertise possible. His love of technology keeps him teaching on a daily basis in addition to his role on the leadership team.

Senior Veteran Apprenticeship Program Consultant



Robert Wilson - DoL/Veterans Affairs Advisor

Robert is the President and founder of Military Network, a group that provides information and advisory services for 15,000+ veterans. He joined us as a key partner in our Veterans IT Apprenticeship Program team bringing with him more than 15 years' experience working with DoL apprenticeship and NITAS based programs. Robert was an original NITAS Consultant involved with the program since its original inception in 2004. Robert has helped 1,000s of veterans transition into the IT field, and his in-depth knowledge of the process has helped to launch the program at NC-Expert. Robert is a US Army Veteran.

Current Business Relationships

Here is an example of some of the companies that trust us to train their IT engineers:



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