Adobe

Persistent virtual training environments transform readiness for public safety and defense

With high turnover, evolving missions and complex security requirements, agencies need a secure, persistent training platform designed for public safety, emergency management and military operations.

Across the federal landscape, virtual training isn't a one-time event; it's a continuous process that keeps personnel ready to act decisively across any terrain, time zone or threat level. And in today's distributed environment, effective virtual training must be secure and deeply engaging to support missions in public safety, emergency management and military operations.

The stakes couldn't be higher and readiness gaps are showing across agencies:

- **Military effectiveness declines without continuous training.** Department of Defense readiness and GAO reports consistently show that units lacking current, mission-aligned training are significantly less effective during fast-changing operations.
- **Interagency coordination failures remain a top risk factor.** The Department of Homeland Security found communication breakdowns cause mission delays in multi-agency operations, but virtual training significantly improved interagency planning and execution capabilities.
- **Human error is still the leading cause of operational failures.** In aviation, defense and emergency services, human error accounts for a significant portion of incidents. Simulation-based pilot and maintenance studies from the Airforce Safety Center show virtual training substantially lowered error rates.

Agencies also face a looming knowledge gap. With over 31% of the federal workforce eligible for retirement within five years, institutional memory is disappearing faster than it can be replaced. Without robust, scalable training, operational continuity is at risk.

"Every 24 months, your job usually changes. New skills need to be acquired and new talent needs to be developed," said Charlie Schoenberger, senior enterprise account director for Adobe. "That's tough to do if your training environment is just another meeting room."

Whether it's the military's regular rotation cycle, onboarding new civilian employees or reskilling contractors across agencies, the pace of change demands more than a static deck of slides or basic screen share.

> **"Every 24 months, your job usually changes. New skills need to be acquired and new talent needs to be developed. That's tough to do if your training environment is just another meeting room."**
>
> Charlie Schoenberger, Senior Enterprise Account Director, Adobe
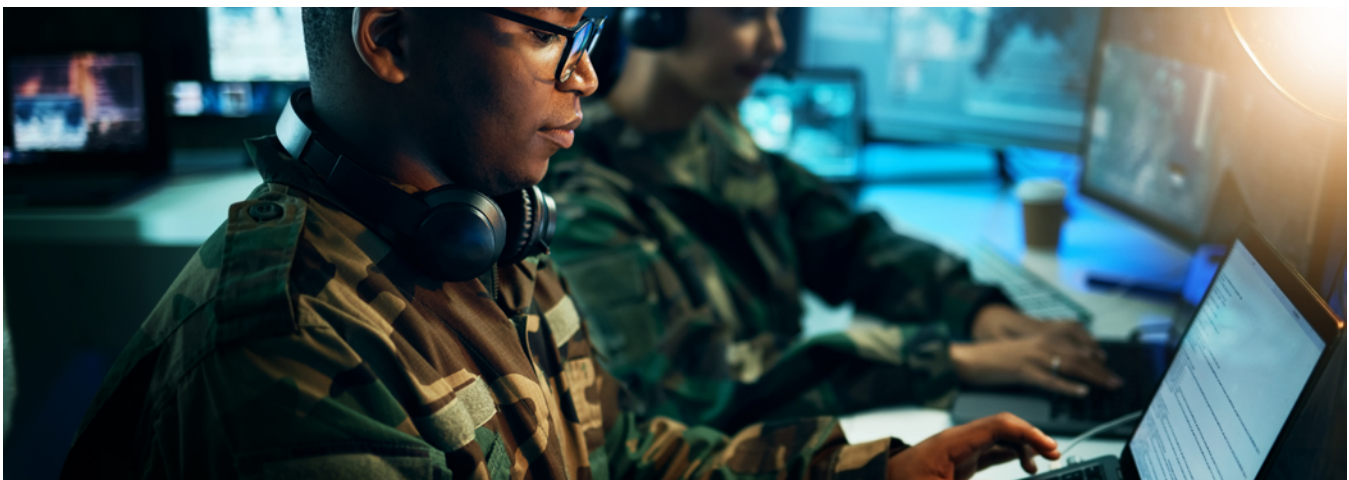
Adobe Connect

> "When you take the time to build templates and use the tools, you've got an environment that supports real learning. Rather than just sitting back and watching a PowerPoint, they're part of the training."
>
> Charlie Schoenberger, Senior Enterprise Account Director, Adobe

Why government training requires specialized tools

Meeting the demands of continuous, high-stakes training takes more than generic collaboration platforms. For public safety agencies, emergency management teams and military units, effective virtual training must be engaging, intelligent and mission-aligned to build a workforce that's truly ready.

Generic video conferencing and collaboration tools weren't designed for the critical requirements of government and defense operations. They often lack the advanced security and compliance measures needed to handle classified and sensitive information — standards like FedRAMP, DISA IL4/IL5 or their equivalents. Just as importantly, they fail to support the kind of immersive interactivity and team-based exercises that are proven to improve decision-making speed.

These limitations aren't just theoretical: Fragmentation in federal disaster assistance systems has made response efforts costly and inefficient. Over the past decade, disaster aid has exceeded $448 billion, with the Government Accountability Office's 2025 High-Risk Series linking much of that expense to coordination failures.

Specialized virtual training platforms deliver the capabilities agencies need to close readiness gaps:

- **Persistent classrooms** that retain layouts, content and context across sessions, ensuring teams can seamlessly pick up where they left off. This is crucial for after-action reviews and long-term skill development.
- **Adaptive learning** environments that tailor training to specific roles, missions and evolving threats, keeping it relevant and effective.
- **Real-time analytics** that track engagement and performance, allowing instructors to identify knowledge gaps early and strengthen operational continuity.

Cost efficiency is another powerful driver. According to Adobe's IDC business value study, organizations using Adobe Connect reported $208,000 average annual training-related budget savings.

With mission-ready virtual training environments, agencies don't just train — they build a workforce prepared to execute with precision, even in the most challenging public safety, emergency management and military operations.

Building fully customizable training environments

Adobe Connect was purpose-built for government and military agencies, combining the security, interactivity, persistence and analytics they need to keep teams mission-ready in dynamic, high-stakes environments.

Unlike standard meeting tools, Adobe Connect allows instructors to create and return to fully customized virtual training environments. These persistent rooms retain layouts, materials and context between sessions, eliminating the need to rebuild or re-upload content. For agencies managing complex, ongoing training programs, this continuity is essential for sustaining engagement and operational momentum.

There's also a human factor. Many federal instructors are operational experts, not professional educators. They need intuitive tools to deliver engaging, interactive instruction without getting bogged down in technical details.

"Every time they go to create a new room, they've got great content ready to go," said Paul Gilbertson, senior product specialist for Adobe. "They can focus on the learners, not the tech."

This flexibility allows instructors to pre-load materials and seamlessly transition between lectures, breakout discussions, video clips and quizzes, keeping learners active and engaged. Adult learners, especially defense and security personnel, expect interaction, discussion and the ability to contribute. Adobe Connect delivers with real-time tools like polls, Q&A pods, file sharing and chat.

But engagement is just the start. Adobe Connect's analytics give agencies powerful insights to continuously improve training outcomes:

- **Targeted retraining:** Identify knowledge gaps early and retrain before they become mission-critical failures.
- **Data-driven content optimization:** Refine materials for clarity, relevance and retention to maximize impact.
- **Adaptive learning:** Use engagement data to tailor training to specific roles, performance levels and learning styles that reduce time-to-competency.
- **Early intervention:** Monitor disengagement patterns (drop-offs, low interaction) to flag at-risk personnel and retain skilled staff.

"Every time they go to create a new room, they've got great content ready to go. They can focus on the learners, not the tech."

Paul Gilbertson,
Senior Product Specialist,
Adobe

"When you take the time to build templates and use the tools, you've got an environment that supports real learning," Schoenberger said. "Rather than just sitting back and watching a PowerPoint, they're part of the training."

The result: a workforce that learns faster, retains knowledge longer and is fully equipped to perform when the mission demands it.

Adobe Connect in action

Across the government landscape, agencies are using Adobe Connect to deliver virtual training and collaboration that is interactive, reliable and secure.

For federal civilian organizations and other mid-level security-conscious agencies, Adobe Connect hosts the platform in a FedRAMP Moderate environment. For the Department of Defense and other high-security entities, it's available as a managed service supporting Impact Level 4 deployments. And for agencies requiring full control, they can deploy the platform on-premises, inside secure enclaves or even in mobile field environments. That means instructors and learners can rely on the same powerful platform regardless of classification level or connectivity.

The Defense Counterintelligence and Security Agency (DCSA) offers a powerful example. Tasked with overseeing security clearance programs, counterintelligence efforts and industrial security across the defense industrial base, DCSA has embraced virtual learning to keep training continuous and scalable.

In April 2025, DCSA hosted its annual Virtual Security Conference for Industry entirely on Adobe Connect. The two-day event brought together more than 3,300 cleared professionals for live sessions, Q&A discussions and real-time collaboration without the logistical burden or cost of travel.

Adobe Connect is also central to virtual training efforts at Marine Corps University. The MarineNet platform uses it to deliver instructor-led courses focused on leadership and professional development. With over 6,000 virtual sessions and meetings hosted on the platform, Marines can now join engaging, interactive training whether they're deployed, working remotely or stationed at home.

Whether it's delivering security briefings to thousands or walking through leadership exercises with a small team in the field, Adobe Connect enables secure, persistent and engaging virtual training at scale.

Try Adobe Connect for free.