## Case Study

# Windows 7 and Office 2010

## Project Overview

A global Law firm carried out a significant overhaul of its IT infrastructure.  Implementing Windows 7 and Office 2010 as part of an upgrade programme.

Our client was committed to providing the Firm's staff with best training and support package to assist with their deployment of Windows 7 and Office 2010. Our partnership ensured that with our expertise in end user adoption training and planning, a successful Windows 7 and Office 2010 deployment was achieved.

The aim of the project was to improve overall efficiencies and productivity within the organisation, by providing employees with the knowledge to fully understand the improved functionality and benefits of this new technology.

## The Solution

Faced with numerous challenges, including time and geographical constraints, Globaltech Solutions adopted an innovative training approach to ensure the project objectives would be achieved.

This involved the development of a 'blended learning solution' which incorporated instructor-led training; online support via eLearning modules, continuous access to FAQs virtual training sessions; and support with internal communications to help manage the change process.

Globaltech Solutions provided 11 trainers who carried out 684 training sessions in 12 weeks for Europe, Asia and CIS. They reported directly to the IT Project Manager and were part of the in-house training team.

We developed a controlled, managed training project plan that worked in parallel with the implementation team. This ensured that the training and software implementation milestones coincided, enabling the project to be delivered on time and within budget.

## Snapshot of Project:

*Client*
- Global Law firm

*Project*
- 12 week migration project from Windows XP to Office 2003

- 5,500 staff and 684 sessions in 12 weeks.

*Solution*
- Delivery of a blended learning solution including: instructor-led; eLearning; workshops, seminar sessions, floor walking and support.

- Provision of 11 trainers for offices in Europe, Asia and CIS.

## Project Achievements:

- Increased organisational productivity

- Support Staff fully trained to support demanding users

- Our client was able to reduce down time for fee earners by offering Conference Style training sessions

- Training played a vital role in ensuring a successful rollout was achieved and maximum benefits gained

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SOLUTIONS