

Case Study

Windows 7 and Office 2010

Project Overview

Our client is leading Accountancy firm with a Global footprint. Working with key stakeholders in the UK and Australian firms, we were asked to coordinate all training and support for over 5,000 users, who were migrating from Windows XP to Windows 7 and Microsoft Office 2007 to 2010.

As part of their Windows 7 and Office 2010 migration, our client wanted to focus training on IT Service Desk staff, Super Users such as Executive Assistants and Subject Matter Experts rather than offering firm wide training. All other user groups would be migrated and supported with a range of online options hosted on the firm's internal learning site.

The major reason for adopting this approach was to minimise fee earner down time, reduce build costs and manage user competencies by focusing on those high end users that would benefit from advanced training, that could then be cascade this knowledge to the wider business.

The Solution

In consultation with key stakeholders, Globaltech developed the training and communications plan to support the core project objectives, as well as developing the course documentation, including training scripts, outlines and presentation material in preparation for delivery and floor walking support to the Firm.

The main deliverables for our client were:

- Advanced Windows Technical 'Trouble Shooting' course was developed for Service Desk staff, to facilitate the handling of user queries post migration.
- Advanced/Super User Classroom sessions for high end users such as EA's, Super Users/SME's.
- Quick Reference/Transition and Getting Started Guides, showing key differences between operating systems and office applications.
- A 2.5 hour intensive small group classroom session was offered to all targeted users.
- Video Conferencing sessions through Cisco Telepresence suite, was offered to users based at remote sites to minimise travel and training costs.

Snapshot of Project:

Client

- Global Accountancy Firm

Project

- Technical training for Service Desk teams & bespoke training for Executive Assistants/Super Users/SME's
- Training delivered in Australian cities of Adelaide, Brisbane, Melbourne and Sydney.

Solution

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

Project Achievements:

- Delivered a highly respected solution, that offered real and quantifiable improvements in organisational productivity.
- Reduced calls for support to service desk.
- ROI justified.
- Reduced down time for all fee earners.
- Sharing of knowledge between our offices in the UK and Australia, significantly reduced development time ensuring consistency of delivery and savings for the client.