

# Case Study

## Elite

### Project Overview

Our client is a leading global law firm with a strong technology sector focus, which has experienced rapid international growth. The legacy Practice Management System consisted of several standalone databases and was no longer able to support the complex demands of the expanding firm. After careful analysis Elite 3E was selected to unify the firm on one financial and practice management system for local accounting compliance, embedded controls and support for future growth.

The firm has eight locations worldwide and 700 employees. When the firm investigated the change management and training implications, they needed an experienced provider to closely manage the training programme to ensure the training was implemented in a timely and efficient manner with minimal disruption to business as usual.

### The Solution

The implementation of Elite 3E affected the working practices of almost every individual. In order to manage the change process and support the Firm throughout the transition, Globaltech Solutions (GTS) consulted with each department and met with key representatives to determine the exact requirements and impact the system would have on existing processes. In turn GTS developed a blended learning solution that combined instructor-led training; one-to-one desk side training and e-learning.

Time was a huge factor with this project as the firm needed to roll out the system within a very short timeframe. GTS was able to mobilise quickly utilising consultants with expertise in similar implementations. The approach involved a comprehensive yet swift information gathering exercise, which analysed the business processes which would be changing in Elite 3E. This upfront analysis enabled GTS to manage the change process and create relevant and targeted training programmes. To assist with the Q&A session and ensure early adoption we were able to have key members of the Finance Team present, so they could respond to all business questions that came up.

A communications plan was also devised and executed, involving presentations and video demonstrations, delivered to every office in order to generate maximum business impact. The road shows provided key information in addition to generating interest in the new system.

### Snapshot of Project:

#### Client

- Global Law firm

#### Project

- Migration Project to Elite 3E

#### Solution

- Delivery of a blended learning solution including: instructor-led; eLearning and desk side training.
- Devising and Executing a Communication plan
- Targeted Training Plan
- Developing different tailored solutions to address the needs of each separate department
- Utilisation of key members of the Finance Team to respond to questions during training
- A full suite of performance support materials was created in a bespoke SharePoint portal
- Following the implementation support was available via floor walking for all users
- Secretarial staff were offered specialised workshops to assist with the process of billing within Elite 3E
- Interactive training and 'just in time' sessions were offered before and throughout the billing period