

Windows and Office Rollout

Project Overview

Our client is a world leader in medical diagnostics and life science. In order for them to meet their business challenges and widely varied computing needs, they made a decision to apply new standards within their IT infrastructure. Part of this new infrastructure focused on a “lock down” of the desktop.

This presented a challenge to move all offices across to one common environment by rolling out Windows and Office.

Fortunately our client understood the vital role training plays in ensuring that the users understood the new systems and used them to the full potential.

The key focus was to ensure that all users were able to effectively use the standard platform of Windows and Office. The training would need to be tailored so that users were fully aware of all the new features of the software, allowing each individual to carry out their specific tasks more effectively and efficiently.

The Solution

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 with each other, enabling the project to be delivered on time and within budget.

Quality training guides were required and the remit was to develop succinct training documentation that was “user friendly”, easy to reference and contained all the salient points.

A training programme was developed that would focus on the core new features of the software, shortcuts, common functions, as well as the desktop policies. Customised Quick Reference Guides were produced containing this information.

- Training Sessions - 3 hour training sessions for up to 10 delegates were offered. These ran parallel to implementation allowing the upgrade to PCs whilst users attended training.
- Floorwalking - support was available to ensure users could log on, open upgraded files and work with the new environment. This was an essential part of the project and offered “Just in Time” post training support, one-to-one hands on tuition and flexible dates/times to fit in with user’s diaries.

Snapshot of Project:

Client

- World leader in medical diagnostics and life science

Project

- Windows and Office Rollout

Solution

- Modular training solution developed to support implementation team and timeframe. Included 3 hour training sessions; floorwalking; and project management and administration support

Project Achievements:

- 1200 users were trained in 4 months
- The number of calls to the Help Desk was reduced which allowed the Help Desk to concentrate on other aspects of the implementation
- Training played a vital role in ensuring a successful rollout was achieved and maximum benefits gained
- We now run a full training schedule allowing users to explore the capability of Office in more depth
- The reaction from staff was very positive although initially there had been some reticence