

Case Study

WorkSite Matter Centric Filing UK & European Rollout

Project Overview

Engaged as a training partner with an International Law Firm to support a Worksite Matter Centric Implementation, to all UK and European offices.

10 training consultants were deployed on this training programme. These Consultants worked closely with key stakeholders in the UK and Europe including internal IT Training and Project teams to ensure critical milestones were achieved throughout the programme.

The Solution

In consultation with key stakeholders, Globaltech Training Consultants attended a Train the Trainer induction to learn client specific customisations and business processes.

The training plan was created and course documentation, including training scripts, outlines, QRG's and presentation materials were assigned to Consultants in preparation for delivery.

Globaltech delivered training to the PA's, Fee Earners, Super User Groups and Senior Support Teams including key personnel.

The main deliverables for our client were:

- Training needs analysis undertaken for Business Champions including design and delivery of tailored training sessions in each of the EShare processes
- Three hour sessions to PA's, Fee Earner's and support staff. We delivered the rollout of EShare to Fee Earners, PAs and Support staff in the nominated regional and European offices
- Quick Reference Guides, showing key differences between functional and business process change including best practice tips for filing and document sharing.
- Floorwalking and drop in clinics for new system adopters to ask specific questions and to raise issues questions and to raise issues relating to the change.
- Training Delivery; Classroom, Virtual, Captivate Sessions and One: One Training sessions when required
- Set-up and managed Training portal for all course notes and questions to share throughout the programme

Snapshot of Project:

Client

Global Legal Firm

Project

Change programme for EShare collaboration and document filing

Embed change and deliver to business in line with TNA.

Solution

A blended learning solution including: instructor-led training floorwalking, virtual training and support.

Project Achievements:

- TNA was undertaken for business champions
- 3 hour training sessions to all PA's, Fee Earners, and Support Staff in the nominated Regional and European offices.
- QRG's were created for delegates to refer to during and post training
- A portal was set up with all course notes and questions to share throughout the programme.