

# Case Study 4



Bringing world-class affordable training to organizations whenever or wherever it's needed.

## The Challenge

Talent & Communications Manager at a national media organisation, explains: "Our employees were using different versions of Microsoft Office and we wanted to provide them with a different, more flexible way to acquire knowledge of the new features available in Office 2007. As well as the training for all employees, the IT department at the firm required systems and server training which would allow them to deliver a more comprehensive range of applications for the organisation."

Employees across the business rely on Microsoft Office tools for daily productivity so it was crucial for them to be fully efficient in the new applications as soon as possible so fast implementation of the solution was key to it being a success.

Facing budget reductions due to the economic downturn, The Media IT Services firm had to reduce the cost of training their employees whilst still providing them with high quality and easily accessible courses.



## The Solution

The firm used the Microsoft Software Assurance benefits available through their enterprise agreement provided by our Learning Services Partner, the UK's leading software licensing provider.

The Software Assurance benefits package provides 'e-learning credits' with which organisations can access Microsoft e-learning courses at no extra cost. To ensure employees the company could implement the e-learning as quickly as possible, they deployed the learning via a Learning Management System (LMS).

By using this, the firm can now offer their employees an easy to use, intuitive, fully searchable catalogue featuring all of the courses available to them. This gives the group the opportunity to maximise the full enterprise Software Assurance benefits.

Also the Learning & Development teams at the firm are able to use the reporting functionality in the LMS to provide measurement of employees training programmes, and monitor their overall return on investment. The LMS synchronises with Microsoft's servers ensuring the course catalogue is always up-to-date, so there is no need to upload and deploy the content on their own servers saving both time and money.

Since the implementation of the e-learning employees are already benefiting from new skills. In five months 52% of employees have already accessed the system and course completions and usage continues to increase.

Talent & Communications Manager summarises, "The deployment of the Software Assurance Portal has proven a great success, and offers our employees a cost effective proven method of training delivery for future technology upgrades."

## The Result

Over 5 month period the following results were achieved :-

- 46% of staff logged onto the solution, 113 modules in progress & 75 courses completed.
- 51% of IT Services logged onto solution, 86 modules in progress and 70 completed
- Business value & return on investment:

-£126,000 (Estimated cost of classroom delivery)

-Low initial start up investment of 12%

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