

Case Study 5



My eLearning Store

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

The Challenge

To develop an engaging blended training solution for a leading global financial private and institutional investment company ahead of an enterprise wide desktop migration upgrade. Implement a solution that incorporated the organisations corporate identity and appealed to all employees in the UK, International and offshore regional offices.

To teach 2,800 employees globally about the new features of Windows 7 and Microsoft Office 2010 applications using online, reference materials and traditional training methods. In addition to this it also had to act as a reference point for other training materials such as new telephony hardware and software being introduced as part of a major London HQ office relocation.

The solution had to be available 24x7, and system users needed to be able to search and retrieve reference material. The eLearning had to be quick and easy to use, cover key features and be able to book mark. The solution also had to offer users an easy way to review onsite course details and make a booking request for a classroom course.

The Project and IT Manager wanted a centralised solution that would allow them to retain overall control. They wanted to be able to view site statistics and upload new resources themselves at any time. Knowing they had little or few admin resources they also wanted an easy way to update user access effortlessly.

The Solution

Provide a customised hosted learning site with sufficient data storage allowance for all types of training content, resource and materials. Co-operatively design a unique flash object with the customer to enhance accessibility on the home page. Integrate the learning site with an external classroom booking facility to provide a live booking service.

Select and customise a library of interactive Microsoft Office 2010 and Windows 7 New Feature eLearning courses to help address the anticipated skills gap brought about as a result of the migration to the new desktop applications.

Provide technical consultation and support to help this customer set up seamless authentication for staff on the network, and provide web services integration to Active Directory so system administration for new starters and leavers was automated. Additionally the project team were given training and a full set of administration and reporting tools to give them a high degree of control over their system.

The Result

The hosted learning site, eLearning courses, classroom booking service and all training resources were reviewed, customised and made available for use within a 12 week period. In parallel to that a team of 20 trainers and floor walkers were interviewed, selected, and inducted to deliver face to face training.

The booking system was used to process 1200 classroom training bookings, over 400 staff were trained in workshops with approximately 700 hours of training delivered in 30 offices across 17 countries.

Almost 1,000 users have logged onto the eLearning globally, 316 courses have been started with each user spending on average about 36 minutes training per course.

The project lead time was 3 months, the project itself ran for 6 months starting in May and completing in November 2011, it was delivered on time on budget.



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