



Over a four week period, 5000 staff were successfully trained in 27 offices, spanning 19 countries around the globe.

International Law firm, Linklaters LLP, engaged Bytes Software Services' training division to help them deliver 1200 training sessions in support of their global migration from Microsoft Office 2003 to Microsoft Office 2010.

The Challenge

To provide Linklaters with a flexible and varied training resource solution that spanned all of their 27 offices around the world, in support of a highly critical Microsoft Office 2003 to Office 2010 migration project. The training approach was already agreed in-house, so our solution focused on finding the necessary trainers to help deliver the approach globally.

Linklaters' preferred training approach was to use both traditional and distance learning, catering for the international offices and those working outside of normal working hours. Training session content ranged from basic skills in all Office 2010 applications to the more advanced sessions, such as enhanced Excel and Visio 2010.

All training delivery and materials needed to be bespoke, to reflect the 'niche' way that applications were used within the law firm. These also needed to be available in different formats to suit employees' heavy and time consuming workloads, as well as being able to span different time zones.

Our challenge was to source a team of Microsoft certified global trainers with the ability to deliver training in fluent English, as well as the local language of the country where they would be training. The trainers had to be flexible to travel to other regional offices if necessary, and proficient in various styles of delivery to maximise the company's training budget.

Project Management, although offered, would be taken on by an in-house development and change management team. However, administration in the form of two on-site administrators in the London office was needed to manage training bookings, cancellations, and office logistics, as well as handling queries from trainers and learners.

The Solution

Working alongside our global training partners we conducted a large recruitment campaign sourcing trainers for each office to deliver classroom training in English, with basic

Customer Profile:

Company: **Linklaters**
Industry: **Legal**
Countries: **19**
Revenues: **£1.2bn**
Employees: **5000**
Website: **www.linklaters.com**

Bytes Solutions Provided:

- A team of Microsoft certified global trainers to deliver courses in English and local languages
- Bespoke training delivery and materials
- 24/7 scheduling support
- 27 trainers to deliver 1200 classroom sessions
- Onsite Training Administrators to manage scheduling and logistics of training

Key Benefits:

- Software refresh provides increased operational efficiency and maintains high standards of customer service
- Multiple training options ensured strong uptake within a short time frame
- Highly responsive escalation process
- Knowledgeable, multi-lingual trainers delivered the high level of professionalism required

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knowledge of local language. In order to provide a real time and an online solution for employees, LiveMeeting sessions were planned across the 3 time zones of Asia, Europe (including UK) and the Americas.

To induct the trainers into Linklaters' 'niche' use of applications and business culture, a two week familiarisation programme was arranged ahead of the roll out, with one week intensive induction in London. In addition, a team of backup trainers was provided in case of absenteeism.

Specialist trainers were also needed to train a global user group on Project, Visio, and advanced Excel. This was conducted via LiveMeeting.

A 24/7 online booking system was tested and chosen for its ease of use for learners and to ensure the administrators' time was used to full advantage. Two administrators managed training deployment activities, one of whom took responsibility for liaising and booking travel arrangements between the trainers and the Linklaters' preferred travel agents securing flights, accommodation and taxis.

Administration Tasks included:

- Scheduling courses
- Booking people onto courses across all the offices
- Dealing with all cancellations and re-bookings
- Liaising with the relevant offices and booking training rooms.

To ensure coverage of all time zones during the hours when the UK administrators would not be available,

two extra internal resources were on hand in New York and Hong Kong to manage the scheduling of courses, under the guidance of the UK team.

The Result

Forty five trainers and administrators were interviewed by Bytes and of these 29 trainers were then successfully recruited and approved by the in house Project Manager. These trainers delivered approximately 1200 classroom sessions over a four week period.

Five trainers were recruited to deliver LiveMeeting sessions; together they delivered over 300 sessions over a period of 20 days.

Two specialist/master trainers were brought on board to teach advanced skills and they delivered around 14 specialist LiveMeeting sessions over a period of 20 days.

Two administrators were employed on a full time basis, one for 30 days during the pilot phase, then both for 40 days during deployment.

Linklaters' 5000 employees were offered traditional classroom and LiveMeeting training sessions over a 4 week period, and all ran according to an agreed schedule.

The project ran within budget from mid-September 2011 to mid-December 2011.

Overall feedback on the quality of Trainers and Administrators was excellent; both from the Linklaters project team and their key stakeholders.



Bytes Software Services were able to provide us with a flexible approach in providing a team of high quality and appropriately qualified trainers to deliver training in a number of our offices. They quickly understood our requirements and provided us with a robust and well supported solution."

Sue Hall, Linklaters Director of ISS

About Linklaters

Linklaters is a leading global law firm, supporting clients in achieving their strategies wherever they do business. The firm uses its expertise and resources to help clients pursue opportunities and manage risk across emerging and developed markets around the world. Their global approach and commitment to excellence ensures the highest standards of quality and service across all their relationships. The firm brings discipline, teamwork and agility to help their clients navigate important business challenges successfully.

Why Bytes for Training

Whether project based, continual or ad-hoc learning, we have a wealth of experience and invaluable resources to help your staff reach their full potential.

We can provide tailored on-site and off-site training solutions with any number of vendor or technology variables. As well as our full software training courses, we also offer help on software migrations, upgrades and any new software features. Just let us know what you are looking for and we will endeavor to provide you with the right course to fit your needs.

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