

Case Study

Windows XP and Office 2003 Upgrade

Project Overview

Our client is an international leader in rail engineering projects and the UK's largest rail engineering and services provider, employing 7,000 employees and with an annual turnover of £800m.

The company decided to upgrade a variety of its existing platforms (Windows 2000, Office 97 and 2000) to Office XP and Outlook 2003. With their largest client using Office XP, the upgrade was a strategic decision to bring both organisations onto the same operating platform.

The training solution needed to ensure all users were confident in understanding the differences and new features of the upgraded software. In addition, training had to enable staff to be trained with minimum disruption to the business.

Out of 450 users, 100 were field based laptops users who required a different logistical approach. Those who required training were based at 11 operational sites across the South of England.

The Solution

Due to the constraints of this project it was agreed that Seminar training sessions, held at local hotels for each depot, would be the most effective method of delivery.

A presentation was designed to demonstrate the look and feel of the new software as well as the major differences of Outlook 2003 and Office XP in comparison to the old platforms.

As users were not getting hands on practice with the system it was imperative that the training gave them enough knowledge to feel confident when returning to the workplace. In order to achieve this, simulations were used to encapsulate the audiences' interest, making the presentation captivating and clearly demonstrate the new software.

Three seminars were offered throughout the day, with a maximum of 15 users per session. Sessions were offered at convenient times to provide greater flexibility for users who worked early shift work patterns.

The clients Intranet site was updated as part of the technology refresh, therefore each seminar included a brief overview of the major changes including simulations of the new screens. An overview of Email Management focusing on Good Housekeeping was also included in the seminar.

Floorwalking support was offered for the first two days following implementation. This allowed floorwalkers to handle queries swiftly and provide one to one tuition, reducing calls to help desk.

Snapshot:

Client

- Rail engineering and services provider

Project

- Windows XP and Office 2003 Upgrade, incorporating Intranet upgrade and Email Management Training

Solution

- Due to multiple locations, shift workers and field based employees a Seminar based training solution was delivered – supported by simulations and floorwalking to ensure confidence in using new systems

Project Achievements:

- Over 400 users successfully trained within required timeframe and budget
- Following positive feedback, more focused training was delivered to key members of staff including secretaries, PA's and Team Organisers to enable them to be 'Power Users' assisting colleagues where appropriate.
- Innovative, flexible approach to overcome challenges and constraints to training was praised by client