



*As the preferred end user training provider for Agresso Ltd, Optimum has been supporting Agresso clients with a range of tailored user training and development programmes.*

Agresso Business World is an agile ERP system particularly suited to organisations that are facing ongoing change. It has the capability to manage the full range of financial and business activities performed by medium to large organisations and can be configured to meet their specific needs.

### **Comprehensive and tailored training solutions**

Effective training on Agresso has been achieved by building solutions that meet the unique needs of the client's end users. These needs will vary considerably depending on factors such as the degree of change, size of user group, geographical dispersion, time frame for deployment, frequency and depth of use. Optimum has successfully created user focused training solutions to encompass all the activities the users need to perform in Agresso. Importantly the training can also incorporate other systems that link to Agresso, thus reflecting the full extent of the end user role. The strength of this training approach is that it focuses people on what they need to know and is specifically relevant to them.

Training materials developed by Optimum are based on the client's Agresso build so everything the end user sees in training is the same when they are back at their desk. The users are able to work on real life scenarios that have meaning to them. The training incorporates the business process as well as the functionality and the inclusion of workflow diagrams can help users understand where their actions fit into the overall big picture.

Optimum manages the creation of course materials and the delivery of training sessions by firstly meeting with the process owners, build consultants and key stakeholders to understand the extent of change required from the users so they can then scope the training programme. These requirements will define the content and the type of training that needs to be developed and delivered ensuring that it is tailored to the end users needs. For example, it may be identified that core finance users need to attend a classroom based training session. Training materials will be developed to deliver this and could include a lesson plan detailing the content, exercises to consolidate learning, a presentation to structure the session and a course manual for users to refer to when they are back at their desk. For project managers working off site the requirement could be to design an e-learning module to train them on updating timesheets and expenses with quick reference cards to act as reminders on the key elements plus a workshop session on setting up projects and managing the costing and billing. Once all the training requirements have been identified and agreed a training plan is created for the client mapping out exactly what the solution is and how it will be delivered.

### **Cost effective, lasting benefits**

Optimum recognises that end user development is an ongoing project. The training materials developed are available for the client to utilise for future training, as well as to help them build their internal capability. Optimum can run train the trainer programmes or will continue to work with clients supporting the ongoing delivery of training sessions for new users to the system.

Optimum is able to accelerate the development of courses and supporting materials through its experience gained from a range of clients with different business systems. With its focus on the user as well as the system, Optimum creates successful solutions within a well structured methodology.

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Call us now for more information on:

**020 7776 9876**

or email [info@optimum.co.uk](mailto:info@optimum.co.uk)