



The London Borough of Sutton turned to its long-standing training partner Optimum when implementing a new ERP system across the Council.

Optimum has worked with the London Borough of Sutton to provide IT training for 8 years. This has covered desktop productivity applications as well as business systems including a new housing system, a social services CRM system and a waste management system.

The new ERP system replaced a variety of legacy systems and the main objectives of the project included the devolvement of responsibility for purchasing and budget management out to the operational units, better visibility of spending commitment and more effective reporting.

A structured approach to bring people and technology together

Initially Optimum undertook an analysis of the end user training requirements. This involved speaking with project team members, the business process leads and the build team to understand the new system, the business processes it would support and the user groups. The client training requirements report detailed the training groups, the content required and the options for delivery of the training material.

Optimum consultants were then deployed to develop the required training materials. This included reference materials, presentations, exercises, quick reference cards, and lesson plans. Training delivery commenced three weeks prior to go live to ensure that the content was still fresh in the minds of the users. The user focused and role-based training courses were provided at various client sites across the borough.

Tailored training courses

Comprehensive courses were developed to cater for a diverse user community, from core finance users who needed to know the back office systems in detail, through to end users who needed to know how to raise requisitions. The budget holders also needed to be trained on how to authorise spend and report or query on budget status.

The courses were primarily classroom-based tutor led courses but presentation style sessions were also used for training on the more simple business processes.

Handling the training administration

With over 600 users to be trained, the administration of the training programme was a substantial strain on the council's in-house resources. Optimum was asked to take on the administration and a bespoke database application was developed. This system handled the complex course scheduling requirements such as the location or joining instructions, changes in dates and locations, sending of reminder emails to delegates and attendance reporting.

Training materials ensure future benefit

Once go-live had been achieved, Optimum then adapted the materials and courses built for the implementation training to support the councils "business as usual" training requirements which it continues to deliver. This demonstrates the additional ways that the training programme has provided lasting value for the London Borough of Sutton.

Call us now for more information on:

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