



## News Release

4<sup>th</sup> February 2010

### Optimum trains Stockton council users on shared finance system

Optimum, the IT skills consultancy, is training 750 Stockton-on-Tees Borough Council employees to use a new version of its Agresso finance system as part of a move to a new shared system with neighbouring Darlington Borough Council from April 2010.

The upgrade training is critical to the success of the shared service and involves introducing wide-ranging new business processes as well as new functionality to Stockton's team. It also encompasses the creation of a complete new e-learning system for Stockton BC.

Optimum has designed and developed role-based, user focused courses covering activities such as web requisitioning, timesheet entry, debt recovery and sales order processing. Their consultants have also built an interactive e-learning system using Adobe Captivate software to mirror that already used by Darlington BC. In addition, they have recorded webex sessions and written a complete set of online and hard copy training materials ranging from comprehensive user reference guides to quick cards on specific procedures.

Users are accessing their specific training packages by the most efficient method for those individuals. The training is available as classroom-based presentations, e-learning via the council's intranet, webex sessions for new joiners / latecomers to the training programme and by accessing the new system with quick reference cards for support.

Optimum won the upgrade training project at Stockton BC on the strength of the consultancy's track record with the council over the last six years and also with Darlington BC who appointed the firm to design and deliver its own Agresso system implementation training in 2008.

Steve Vasey, system and business development manager at Xentrall Shared Services, the partnership set up by Stockton and Darlington Councils to deliver the services, said: "Xentrall is a large scale, pioneering project estimated to save up to £7 million in revenue costs in the first ten years. As a key Xentrall project, it's critical that every user of the Agresso system has received clear, targeted training to enable them to do their jobs effectively immediately after the transition."

He went on: "Optimum provides very good value for money. More importantly, using Optimum has freed up resources within our Agresso development team so that we can concentrate on improving the system for users, safe in the knowledge that they are well trained and know how to use it properly."

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Call us now for more information on:

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