



## News Release

4<sup>th</sup> May 2010

### *Optimum IT training praised by Cranfield University*

Cranfield University has praised recent procurement training, designed and delivered by the IT skills consultancy Optimum, as 'exceeding our expectations'.

In its first contract with the university, Optimum trained 100 non-finance staff on how to use the university's Agresso business management system to buy goods and services following a major upgrade at its Shrivensham campus.

Optimum specialises in user focused training and the role-based courses and materials were developed to give staff a broad understanding of Cranfield's requisitioning system as a whole, as well as to train each user how to carry out their individual part of the procurement process.

Ian Sibbald, financial controller at Cranfield University, said: "The training was very well received because it was targeted to meet the needs of the different users within their roles, so it was relevant to everyone whatever their position and skill set."

He added: "The quality of the Optimum trainer was a significant factor as well. We were able to shortcut the knowledge transfer stage because the consultant already had a very thorough understanding of how procurement worked within Agresso. Her knowledge in the classroom gave the training extra credibility." User feedback on the Optimum training and materials was equally positive, with the quality and usefulness of the handouts and quick reference cards highlighted in particular.

One user, Professor John Hetherington, head of department for engineering systems and management, described the course as 'excellent; clear, informative, structured and effective'. He reported that he found the content 'just right', that it was 'completely relevant' to his role and 'spot on' in terms of meeting the course and personal objectives. On the trainer's performance, he commented 'as a teacher myself, I was impressed'.

Optimum's very flexible approach has given Cranfield a further option to train its own trainers on the Optimum programme. This would allow the university to roll out the procurement training internally to an additional 300 users in the future.

Cranfield University, which has a global reputation for postgraduate research into science, technology, engineering and management, has used Agresso as its core business management system since 2003. The system has been regularly upgraded and advantage taken of wide ranging new functionality.

Sibbald summed up by saying: "We were very impressed with Optimum. We'd have no hesitation in looking at bringing them in again for user training."

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***Professor John Hetherington, describing Optimum's end-user training course***

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