

Optimum

the IT Skills Consultancy



Adding Value



Systems Training



Industry Understanding

Our mission is to bring people and technology together...

to make change happen

"We were under huge pressure to meet a very tight implementation timescale, which we couldn't have done without Optimum taking over the user training. We had really positive feedback not just on the system training but also on how the Optimum consultants handled all the concerns over the major business changes that staff were facing."

**Assistant Director of Finance,
NHS Institute for Innovation and Improvement**

"It's been very successful. Using Optimum has ensured that we have given professional training to a very high standard to the right people. The training materials have been used extensively across the board and the quick cards on group-wide requirements such as timesheet and expenses entry have been particularly effective."

Project Manager, Waterman Group

❖ **engage**

❖ **enthuse**

❖ **empower**

Optimum ❖ **the IT Skills Consultancy**



→ Systems training... to make change happen

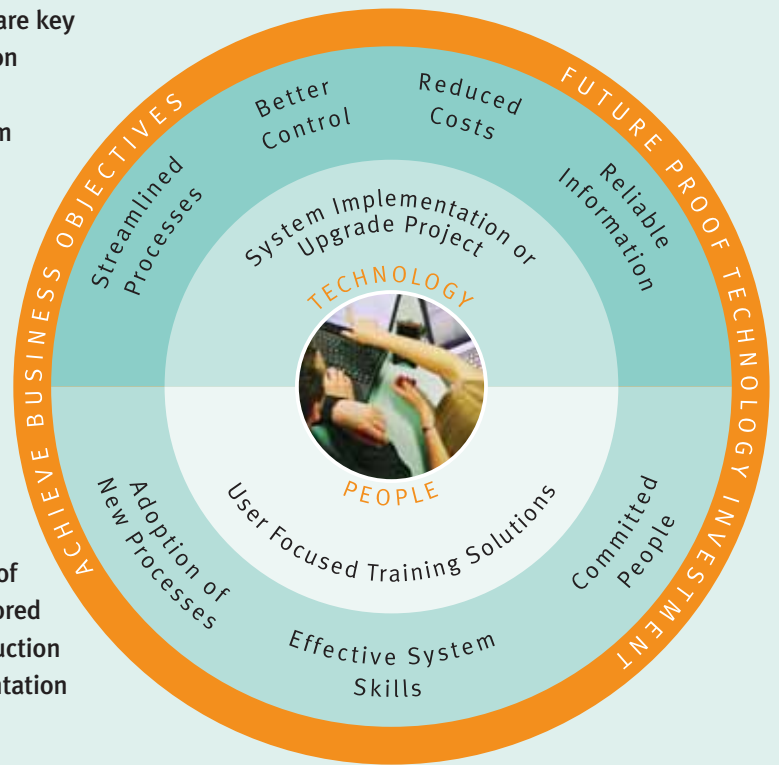
How Optimum works with you to add value

End-users who are capable and enthusiastic are key to your organisation realising the full return on investment from strategic business systems. Optimum will help maximise the benefits from new or existing implementations and enable business change.

Optimum provides training solutions that go beyond the standard training provided by the system supplier. With specialist training skills to provide user focused system training, Optimum adds long term value by helping protect your technology investment.

We create flexible, relevant and cost effective training solutions across a range of business systems to meet the diverse needs of our clients. The training programmes are tailored to meet specific requirements, from the production of documentation, through to a full implementation training programme for your organisation.

Bringing people and technology together... to make change happen



Our methodology

- Accurately define the user training project using our user focused and role-based training requirements analysis – train the right people in the right way on the right material.
- Minimise the time and maximise the effectiveness of any training and documentation development by utilising our full library of customisable materials.
- Gain employee engagement and support for new technologies and processes with professional trainers.
- Drive long-term success with our support materials and online context-sensitive help.

The Optimum Toolkit

The Optimum Toolkit offers the supporting templates and technologies that can drive the rapid development of your training and support solution and leave lasting value for your organisation:

- Template library – leading to rapid development of business-specific and process-driven documentation.
- E-learning productivity kits – leading to advanced and engaging e-learning.
- Online help modules – customised for your build and processes.
- Training administration database – automatically schedule and re-schedule, email joining instructions and confirmations, and report on attendance.
- Handover pack – guidance for maintaining documentation and e-learning post-implementation.
- Client portal – instant access to information about the training project including training schedules and reports, consultant schedules and contact details, all documentation for review or use, frequently-asked questions and more.

Industry understanding

Our specialist business system training experience spans a range of industries, in both the public and private sectors. We understand the different requirements and challenges that your organisation faces when implementing a new system as part of a business transformation or performance improvement initiative.

We are able to bring system training expertise, together with process analysis skills, to develop tailored training solutions relevant to your business processes. We will work closely with you to bring together your people and your technology investments to enable the business change you require.

Systems experience

Our experience, both directly and with our system partners, extends across:

ERP and Finance systems

We have worked with over 80 clients, from the public and private sectors, on local and international system implementation projects. We partner with several of the large ERP software houses and suppliers of budgeting, reporting and other financial tools.

HR and Payroll systems

We have developed programmes to support users in these ever changing functions.

CRM systems

Our programmes have supported a wide variety of user communities including sales teams, healthcare, local government services and call centres.

Sector specific or bespoke systems including:

Care record systems for users in the health sector

Insurance systems covering contract certainty, document management and electronic processing

Banking systems such as portfolio management, IPO marketing planning and trading

Mobile working solutions: For workforces on the move.

Frequently asked questions

What is user focused training?

User focused training is different from general end-user training. User focused training means we tailor our training to the specific requirements of your users and the system they are working on. We carry out a full customer training requirements analysis (TRA) which takes into account not just the role of the user and the specific system training requirements but also the degree of process change, the in-house resources available and other influencing factors.

For example, if the new system is integrated with others, do your users need additional training on them? We also tailor all our training materials to your own individual system implementation.

How does this differ from end-user training from my software provider?

Software providers will be experts on what the software does but probably aren't experts in sharing that knowledge in a way that makes sense to an end-user. Their key-user or project team training solutions are usually standard and focus on system functionality. The training may not take into account your specific business processes and requires that you have the right internal resources and training expertise.

Why is user focused training important?

Any organisation making a considerable investment in a new system will have calculated return on investment projections and other key business objectives such as efficiency gains. But the reality is that unless you give the users proper, focused training, which is relevant to their role, they won't fully "buy in" to the new system. They won't use it as effectively as they could and your organisation is unlikely to see the predicted level of business benefits.

What if we already have an in-house training team?

You may have in-house training resources, but designing and delivering training for company-wide users of a new business system requires a very specific skill set.

The training programme has to reflect how many users need training, on which parts of the system, when, where and how. It also means committing high levels of resource around a specific timetable of when the system goes live.

Optimum has a flexible approach and works with your in-house team to analyse specific training requirements.

About Optimum

Optimum is an IT Skills Consultancy, founded in 1998. Our mission is to assist our clients to make the most of their people and their technology.

Optimum is based in central London, next to the Barbican station, where we have a fully-equipped training centre. Our consultants work on client sites throughout the UK and are also deployed on international projects.

Optimum is a member of the Institute of IT Training and all our training consultants are certified by the Institute.



Additional services from Optimum:

Desktop Application Training

Optimum's desktop productivity courses enable you to get up to speed on desktop applications quickly and conveniently - with online skills assessments to ensure that you select the correct course for your needs.

To find out more visit: www.optimumcomputertraining.co.uk

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