



→ THE IT SKILLS CONSULTANT



Solution Sheet: Training Solutions

User training for business systems – make change happen

Optimum’s approach to user training for business systems will help ensure that your organisation realises the full value from a new system implementation or major upgrade. Business transformation can be significantly improved through effective user training. If users are not fully prepared for change, the system implementation project may fail to deliver your original business objectives.

Optimum has extensive experience of developing and delivering training for a range of business systems including finance, e-procurement and e-expenses, HR and payroll, CRM, and document management across many industry sectors. This extends to tailored training programmes for industry-specific or bespoke systems such as insurance, case or care management, environmental management and retail. Utilising Optimum’s specialist skills will ensure you get lasting value from your user training.

Professional project management →

A qualified project manager, utilising our project management methodology, provides you with hassle-free organisation plus close control of costs. Our project management covers the definition of your requirements and development of a comprehensive training plan, final project review and handover with post implementation support. You know where you are, what you need to do and what it will cost.

Experienced training team →

We assign a training team to develop and deliver the end user training for your roll out. Working closely with your project team, build consultants and vendors, we provide the bridge between the technical build team and the end users. The trainers are integrated into the project and provide reliability and continuity. All trainers are certified by the Institute of IT Trainers so you can be sure of the high quality of their skills.

Training materials →

These are customised for your build and your business processes, making it easy for users to transfer what they learn to their jobs. Everything we develop is yours and we ensure a proper handover so that you can use the materials for ongoing training and system upgrades. Full reference materials, delivery guides, presentations, exercises and posters will be available meaning that your internal trainers can take over the training for future projects if required.

Variety of training methods →

Your Optimum training team will be experienced in delivering classroom training, developing web based sessions, creating e-learning modules and providing one-to-one training and support. They will ensure that your training solutions will be successful, cost-effective and provide lasting value for your organisation.

Call us now for more information on:

020 7776 9876

or email info@optimum.co.uk