

MICROSOFT DYNAMICS END-USER TRAINING

THINKING ABOUT MICROSOFT DYNAMICS END-USER TRAINING?

Hello



Any system, however complex or powerful, is simply a tool. It's the way in which it's used that brings the benefits, and that relies heavily on effective role-based staff training.

The best way to gain user buy-in and achieve full user adoption is to provide a programme of training which is developed on your customised Microsoft Dynamics AX, NAV, GP or CRM build, delivered at the right time and in a way which is easily understood and supported by clear training materials.

If you make your training too system-centric, too broad or too technical, you will have lost a key opportunity to gain early user 'buy-in' from your staff.

Designing, developing and delivering bespoke Microsoft Dynamics end-user training which incorporates the business processes is a specialist skill - a skill which Optimum possess.

Outsourcing the end-user training will then allow your project team to concentrate on the core project.

A selection of our happy clients...



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Optimum provided us with a good set of training materials and documentation, giving us excellent guidance from the outset. We worked well to create a solid training programme that we have built upon ourselves.

PROSERV - Steven Matthew, Vice President of IT

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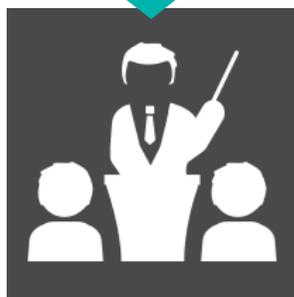
“

Optimum was the only consultancy that was able to meet the requirement in a short space of time, since they already had knowledgeable Dynamics AX trainers and supporting materials.

CPL AROMAS - James Monilaws, ERP System Project Manager

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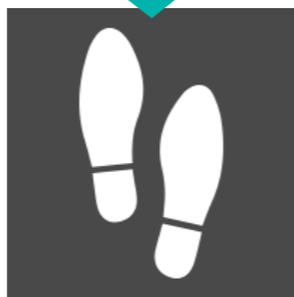
Classroom Delivery



eLearning



Floor-walking



Quick Cards



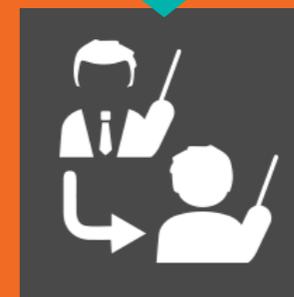
Presentations



Reference Guides



Skill the Trainer



Trainer Packs



How can Optimum help you?

BESPOKE END-USER TRAINING

Optimum work in partnership with our clients to develop bespoke end-user training programmes which help ensure full user adoption is achieved, and that the business benefits envisaged when the programme began are realised.

We develop training programmes that reflect the user's perspective, analysing the degree of change and incorporating the business processes and workflows for each role group.

We offer a range of training services to support the whole lifecycle of the end-user training phase, ensuring your project team can focus on the core project at a crucial stage. Every Microsoft Dynamics project is different and so our approach is unique to you. We can either provide a fully managed training solution or fill the skills gaps in your internal team.



Optimum showed a very flexible approach to any required changes and responded quickly to meet tight timescales. Even when faced with some tough challenges, the training consultants have risen to every challenge.

ASSA ABLOY - Carly Baker, Business Change Team Leader

Services include:

- Training needs analysis
- Planning and design of the training programme
- Development of bespoke user reference guides, quick cards, eLearning and video tutorials
- Delivery in the form of classroom, presentation, eLearning and remote classroom sessions
- Administration of the training programme
- Localisation and translation services

INTERNAL TRAINING PROGRAMME

We can help organisations to build internal training capability, ensuring the identified internal Super Users are equipped and confident to cascade training at Go-Live and also support business as usual. Using a combination of internal Super Users and a specialist Microsoft Dynamics training consultancy can often provide the best outcome.

GENERIC KEY USER TRAINING FOR DYNAMICS AX

Optimum has developed a suite of key user courses for Microsoft Dynamics AX. These courses are aimed at people who will be involved in implementing Dynamics AX and want to get some hands-on experience and understanding of the system.

The courses will aim to give an overview of the system, key concepts and terminology, and key screens using a generic Dynamics AX implementation build.

The courses will not advise or discuss how best to implement Dynamics AX for any specific organisation, but will rather give delegates enough understanding of Dynamics AX in order to most effectively engage in subsequent discussions about implementation.



One of the advantages has been the trainers ability to deal with the exceptions encountered by staff to ensure that they fully understood the system. The tailored materials provided are now a real asset going forward.

ELEMENT MATERIALS TECHNOLOGY - Mike Harradence, Regional Controller





over
60,000
users

over
40
countries

Who is Optimum?

Optimum has extensive knowledge of Microsoft Dynamics AX, NAV, GP and CRM and has supported many complex implementations and upgrades of Microsoft Dynamics software across the globe.

As a UK-based training specialist, we have designed a highly cost effective, flexible, worldwide service. This means we can support rollouts around the globe, across a variety of different industry sectors.

As well as Microsoft Dynamics we also have experience in developing training on the following verticals (ISVs):

- Asset Management
- Field Service Automation
- Human Resources
- Legal
- Rental

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From an end-user point of view, the overall success of the project was higher due to the quality of the training received.

HEWDEN - Richard Heaton, ERP Project Training Manager

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35+
Dynamics
projects since
2007

300+
ERP
projects since
2002

Why use Optimum?

As Microsoft Dynamics end-user training specialists, we understand exactly what is required to design, develop, organise and deliver effective training. We know where the pitfalls lie and we provide expert guidance and support throughout the process at a crucial time when your resources are likely to be stretched.

Don't forget - training is a competency and should be carried out by skilled end-user trainers, rather than technical or build consultants. Here are just a few reasons to choose Optimum:

- **Large team of permanently employed training consultants**
This allows us to react to the fluctuating needs of a project throughout its duration.

- **Extensive knowledge of Microsoft Dynamics products**
Having an in-depth understanding of how Dynamics is used in a range of organisations means we can quickly absorb a new organisation, the project and the business processes.

- **Solutions available for all verticals / ISVs**
Our training solutions can cater for a variety of different industry-specific ISVs, as well as other connected systems.

- **Project support services**
Key support services include a Client Engagement Manager and a Lead Trainer. Additional offerings include training administration, hosted learning portal, six-month post go-live review and translation services.

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Optimum added value by producing consistent, high quality documentation to deadline which we couldn't have done to the same standard ourselves. I'm at the top end of being pleased.

STEMCOR - Simon Bray, Group Director of IS

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Optimum

the IT training consultancy

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