



ERP

END-USER
TRAINING
SOLUTIONS

UPGRADING OR IMPLEMENTING AN ERP SYSTEM?

Protect your investment in your ERP system ...

Don't forget the training!

“

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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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 ERP 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 customised ERP 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.



“

We couldn't have done this without Optimum; they got us through the whole process and made it work. It was a very demanding project but they reacted smoothly to the changes and fitted in with whatever we needed.

MCCARTHY & STONE - Terry Gardener, Training Manager

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over
200,000
end-users

over
50
countries

300+
ERP
projects since
2002

Who is Optimum?

Optimum has extensive knowledge of various different ERP systems and has supported many complex implementations and upgrades 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.

We also have experience developing training solutions for vertical solutions that bolt-on to various ERP systems, such as:

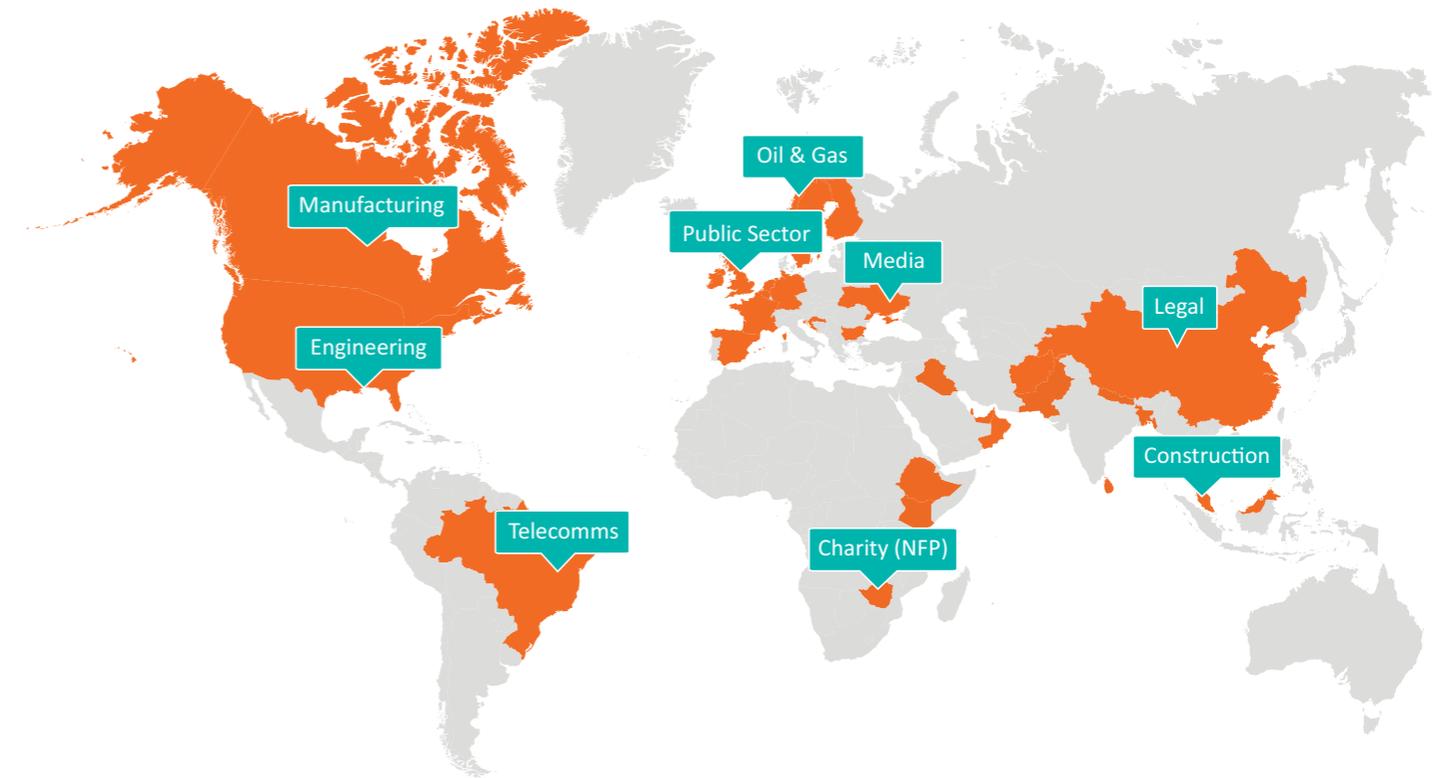
- Asset Management
- Field Service Automation
- Human Resources
- Legal
- Budget and Forecasting
- Transport and Logistics
- Master Planning
- Retail
- Rental

“

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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REMOTE TRAINING MODEL

Optimum has extensive knowledge of training on a variety of ERP systems and has supported complex implementations and upgrades across the globe. This experience has allowed us to perfect a flexible, offshore service specifically for our international clients.

Because of our experience with various ERP systems, we have the training templates and basic documentation in place from which we can develop a truly customised training programme in a third of the usual time.

To minimise or even eliminate the need for overseas travel, we communicate by email and WebEx conference calls and adjust our working hours in the UK to deal with any time differences.

We provide any level of support to fit any scenario. Our consultants can deliver simultaneous, multi-site training with post go-live floor-walking support or we can produce very detailed 'skill the trainer' guides that enable you to deliver your own training.

“

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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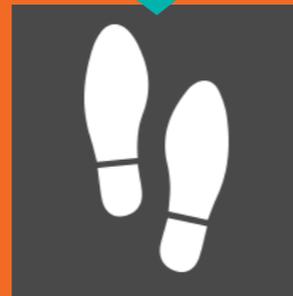
Classroom Delivery



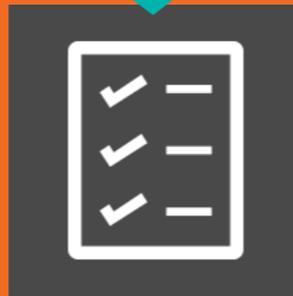
eLearning



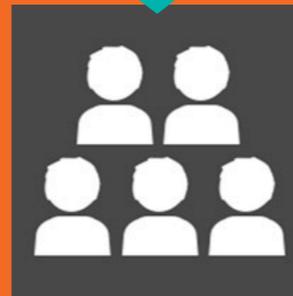
Floor-walking



Quick Cards



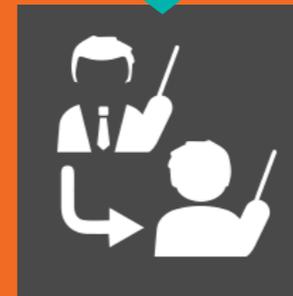
Presentations



Reference Guides



Skill the Trainer



Trainer Packs



How can Optimum help you?

CUSTOMISED END-USER TRAINING

Optimum work in partnership with our clients to develop customised 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 solutions that reflect the user's perspective, analyzing 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 ERP 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.

Services include:

- Training needs analysis
- Planning and design of the training programme
- Development of custom user reference guides, quick cards, eLearning and video tutorials
- Delivery via classroom, presentation and online sessions
- Post go-live floor-walking and BAU support
- Administration of the training programme

PLANNING TO USE INTERNAL RESOURCES FOR END-USER TRAINING?

We can help organizations 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 ERP training consultancy can often provide the best outcome.

Optimum can recommend a suitable solution with a mixture of internal resources from the business and our experienced ERP Training Consultants and then create a training programme relevant to the skill set of your identified Super Users.

“

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

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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

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Why use Optimum?

As ERP 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.

“ERP is **90%** about people, process, culture and politics and **10%** about IT. Misunderstand that and you are heading for **FAILURE.**”
(ERP Experts Online Forum)

- **Extensive knowledge of ERP systems**
Having an in-depth understanding of how ERP systems are used in a range of organizations means we can quickly absorb a new project and the client's 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.

“The differentiator was Optimum's flexibility and their collaborative approach. They were very open and willing to work together to find ways to provide what we wanted whilst keeping costs down.”
CLEAR CHANNEL - John Crook, International Finance Systems Manager

“**POOR OR INSUFFICIENT TRAINING** has been identified as a cause of serious problems, **IF NOT FAILURE,** in some ERP projects, with additional post implementation training required to rectify issues.”
(Dr. Stephen Gourlay - Kingston Business School, UK)

“An individual's productivity levels can increase by **8%** if they can apply their training to their role. That equates to **160 HOURS** of additional output, or roughly **TWENTY DAYS PER YEAR.**”
(The Chartered Institute for IT)

“It's been very successful. 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.”
The Waterman Group - Arup Mukherjee, Project Manager

“Businesses spending less than **13%** of their ERP project costs on training are **3x** more likely to fall short of their business and project goals than organizations spending **17% or more.**”
(The Justification of IT Training - Gartner Research)

“During business transformation projects, the majority of the investment goes into the implementation of new technology. **PEOPLE** are often an afterthought and allocated the fewest resources. **THIS IS A BIG MISTAKE.**”
(The Training Journal Magazine)

Client Feedback

MICROSOFT DYNAMICS AX



Client: ASSA ABLOY
Industry: Engineering and Manufacturing
Locations: UK and Finland

ASSA ABLOY, the world's largest lock manufacturer with over 32,000 employees, recognised that user engagement with new systems and processes would be a key success factor in their worldwide business transformation project.

They found that Optimum was the only training consultancy that had the skills they needed and the ability to meet the demands of the project, which has been one of the largest Microsoft Dynamics AX implementations to date. In 2012 Optimum supported the rollout of Dynamics AX2009, and trained over 700 end-users in the UK. The project continued in 2014 with the rollout of AX2012 across Scandinavia.

“

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.

[Carly Baker, Business Change Team Leader](#)

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UNIT4 BUSINESS WORLD



Client: Save the Children
Industry: Charity (NFP)
Location: Worldwide

Save the Children faced a major training challenge when implementing their ERP solution – with 1,000 end-users across 55 countries, they selected Optimum to provide a customised and flexible training programme.

Optimum carried out a detailed training needs analysis, designed 13 different role-based courses and wrote all of the corresponding training materials, before a lack of internal resource required skilled trainers to deliver courses in the UK, Pakistan, Sri Lanka, Iraq, Bangladesh, Nepal, Kenya and Ethiopia. Optimum then helped establish an internal training team before assisting the new Save the Children staff with floor-walking support.

“

Optimum are a pleasure to work with. They're approachable, flexible and responsive. They communicate very openly and in my experience they always have the client's long term interests at heart.

[Steve Blundell, Global IT Programme Director](#)

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IFS APPLICATIONS



Client: Anonymous
Industry: Construction and Mining
Locations: UK

An organization operating in the construction, asset management and project investment industries selected IFS Applications as the new ERP solution to rollout to their 200+ employees. The commercial part of the business had the largest learning curve with many of their processes completed on spreadsheets. The move to IFS would therefore drive all project costing and revenue to be entered into the centralised system.

Optimum developed 11 role-based courses for the finance, procurement and commercial work streams, incorporating a blended solution of interactive eLearning, classroom delivery, quick cards and reference guides.

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We felt that providing our staff with professional and consistent training was key. We wanted to ensure they felt confident and also valued as individuals by investing in professional trainers. Optimum ticked all the boxes.

[Edel Madden, Programme Manager](#)

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EPICOR ERP



Client: Anonymous
Industry: Energy and Utilities
Locations: UK

A global provider of oilfield engineering services has utilised the IT training consultancy Optimum to create and rollout a training programme for its new Epicor ERP system.

Facing constraints in terms of both time and resource, they opted to outsource the end-user training to Optimum following a recommendation. Optimum designed and developed lesson plans and exercises for a range of role-based user training courses. The training consultancy then delivered classroom-based training to around 100 staff, mostly project managers. Finally, Optimum created a full suite of training materials including reference guides, interactive eLearning and quick cards, all of which were used for internal training too.

“

The project was a real success. The training delivery was well received by the project managers and the client is now fully prepared to cascade the training internally.

[Geof Hillier, Optimum IT Trainer](#)

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More happy clients



Optimum

→ the IT training consultancy

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