

Global energy assets group turns to AX2012 user training specialist and re-engages for following phase



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Amec Foster Wheeler designs, delivers and maintains strategic and complex assets for some of the world's leading organisations in the global energy and related sectors.

Operating in over 50 countries, the group provides a range of services including consultancy, engineering, project management, operations and construction, project delivery and specialised power equipment. Its main markets are the oil and gas, clean energy, environment and infrastructure and mining industries worldwide, with customers ranging from BP, Shell, ExxonMobil and EDF to the U.S. Department of Homeland Security. The company chose to implement the Microsoft Dynamics AX2012 ERP system.

THE BRIEF

Optimum's brief was to create an entire end-user training template with a full suite of supporting materials which could be utilised as Microsoft Dynamics AX was rolled out. This task involved designing and developing a range of bespoke, job specific end-user training courses and detailed documentation for each element of the finance, project and HR suites.

THE TRAINING

Optimum carried out an initial detailed training needs analysis and then drew up the critical training plan, identifying the different user roles, who should be trained and in what, along with the content, duration, support materials and logistics for each training session.

Lesson plans and exercises were written for each of the 15 role-based courses. The training covered a large number of topics; eight different modules were created for the project accounting and management suite alone.

The Project

Amec Foster Wheeler
Microsoft Dynamics AX
Engineering & Manufacturing

Locations

-  Canada
-  United Kingdom
-  USA

Training Methods

-  Quick Cards
-  Reference Guides
-  Trainer Packs
-  Skill the Trainer
-  Classroom Delivery
-  eLearning

Optimum produced a series of quick cards to give light users a simple guide to common, key processes whilst detailed reference guides provided core users with step-by-step instructions on more complex processes and set out exactly how the system should be used.

Amec Foster Wheeler then nominated a team of business leads from within its UK organisation who would actually deliver the majority of the user training to their peer groups.

Most of the team was new to training and an essential part of Optimum's brief was to equip them with the knowledge, the soft skills and the confidence to deliver the training successfully. A series of handover days was scheduled followed by three 'skill the trainer' courses.

Optimum designed the training around a range of delivery methods depending on the workstream. These included classroom training for large groups, at desk sessions for smaller teams plus some one-to-one help where required. In addition, Optimum wrote and recorded eLearning scripts and videos, hosted on Amec Foster Wheeler's learning management system, to guide remote users through a series of exercises.

A total of 350 staff underwent classroom training in ten locations across the UK with 1,500 using the online tools.

NORTH AMERICA RE-ENGAGEMENT

Amec Foster Wheeler then re-engaged the IT training specialist, Optimum, to update its training materials for the rollout of Microsoft Dynamics AX2012 to its US and Canadian operations.

The consultancy's brief for phase two was to adapt the UK reference guides and manuals to reflect the different system settings required by the North American and Canadian markets. The company uses different elements of the system's functionality in different ways from the UK configuration, so new sections were added to fully localise the training materials. Optimum also rewrote all the trainer packs and lesson plans using the US data sets to provide the trainers with relevant, structured documentation and to ensure consistency of delivery.

All the work behind the adaptations, including the knowledge transfer, was done remotely from the UK using Skype for Business. The four way conversations covered three time zones so the Optimum consultants extended their working day to fit the 5 – 8 hour time differences.

About Optimum

Optimum is the IT training consultancy, specialising in end-user systems training. Our mission is to bring people and technology together to ensure maximum value from your systems.

This is achieved by designing, developing and delivering tailored, user focused training solutions, using our proven methodology, your customised system build and incorporating your business processes, allowing your people to fully engage with the system.

About Amec Foster Wheeler

Amec Foster Wheeler designs, delivers and maintains strategic and complex assets for its customers across the global energy and related sectors.

Employing around 40,000 people in more than 55 countries, the company operates across the oil and gas industry – from production through to refining, processing and distribution of derivative products – and in the mining, clean energy, power generation, pharma, environment and infrastructure markets.

Saxon House
48 Southwark Street
London
SE1 1UN
United Kingdom

UK: +44 (0)20 7234 0380
NA: +1-877-406-6078

www.optimum.co.uk
info@optimum.co.uk

