

**UNIT4
AGRESSO
END-USER
TRAINING**

UPGRADING OR IMPLEMENTING A UNIT4 AGRESSO ERP SYSTEM?

*Protect your investment in your system...
Don't forget the training!*

“

Using a professional training company adds value because new users aren't being told by their peer group, or a finance person, how best to use the system. The fact that it is an external authority gives the training extra credibility.

CRANFIELD UNIVERSITY - Ian Sibbald, Financial Controller

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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 end-user 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 Unit4 Agresso 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 Unit4 Agresso 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.

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Trying to go live with standard training on the new system would have been disastrous, whereas Optimum picked up specifically on our system configuration and our business practices and designed the user training to fit.

VICTIM SUPPORT - Peter Lay, Systems Project Consultant

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over
250,000
users
trained

over
40
countries

300+
ERP
projects since
2002

200+
Agresso
projects since
2003

Who is Optimum?

Are you looking to maximise the investment in your Unit4 Agresso software by creating a bespoke end-user training programme for your staff? If so, Optimum is the UK's most experienced Unit4 Agresso training consultancy.

End-user training is the key to realising the expected business benefits from your Unit4 Agresso ERP system. Optimum provides flexible, tailored and cost effective training solutions to ensure that your end-users are confident, capable and contributing to positive change throughout the lifetime of your Unit4 Agresso system.

Since 2003 we have designed customised, innovative training programmes for over 200 implementations and upgrades of Unit4 Agresso systems.

Training can be delivered across a variety of different platforms including classroom delivery, presentations, video tutorials and eLearning modules.

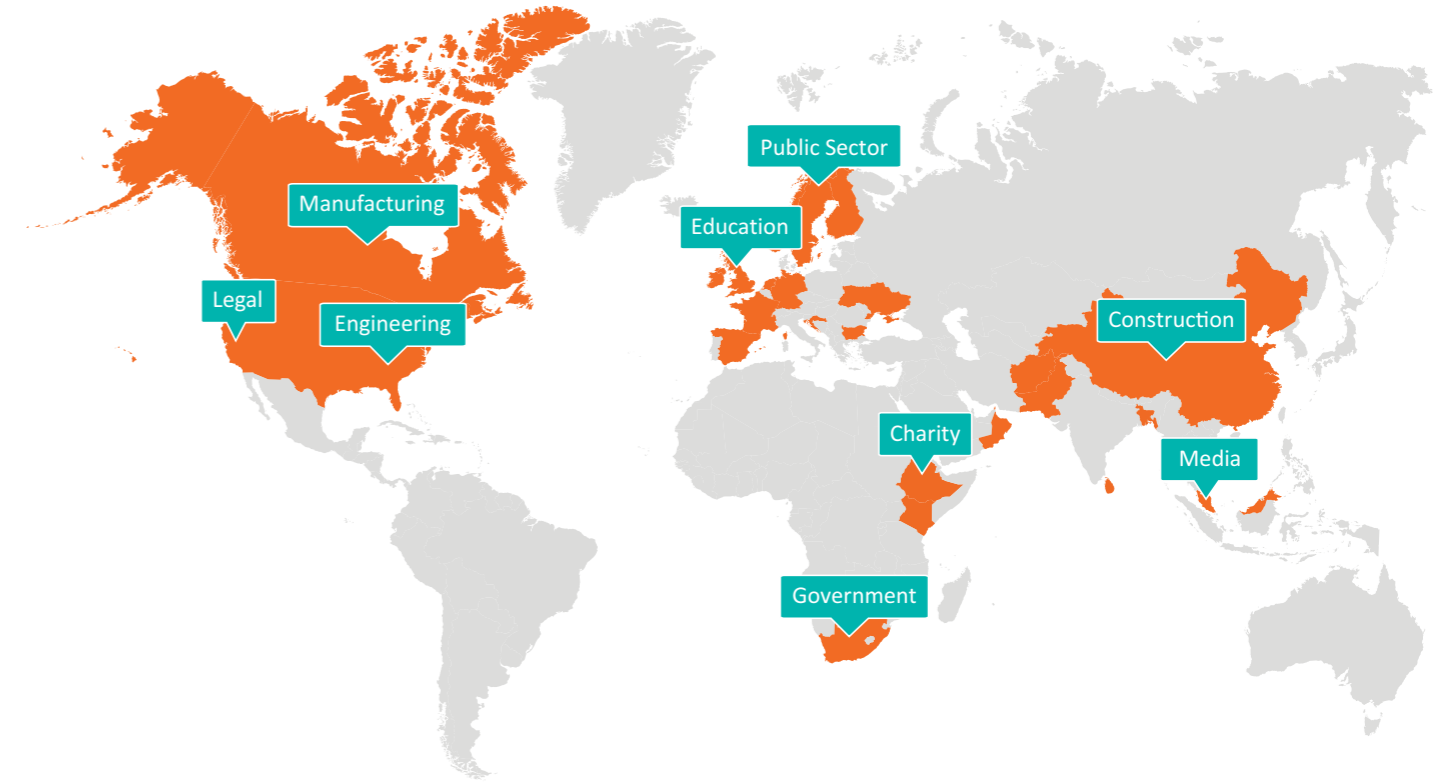
Bespoke support materials such as reference guides and quick cards are available for your users, whereas trainer packs including delivery guides can be created for internal training teams, providing a valuable resource for your in-house provision post-implementation.

“

There's no doubt that we couldn't have done it without Optimum. Everything that they came up with was very high quality and the feedback from users on the courses and materials was outstanding.

DAILY MAIL AND GENERAL TRUST - Ian Wright, Project Training Manager

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REMOTE TRAINING MODEL

Optimum has extensive knowledge of Unit4 Agresso and has supported complex implementations and upgrades across multiple locations worldwide.

As a UK-based training specialist, we have designed a highly cost effective, fast and flexible offshore service for our clients.

Because of our detailed Unit4 Agresso system knowledge, we have the training templates and basic documentation in place from which we can develop a truly bespoke 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, adjusting 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 a lot of value. They gave us some excellent advice and guidance at the beginning and the users rated them very highly on the content and quality of the training.

IPSWICH BOROUGH COUNCIL - Adrian Powell, Project Manager

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Classroom Delivery



eLearning



Floor-walking



Quick Cards



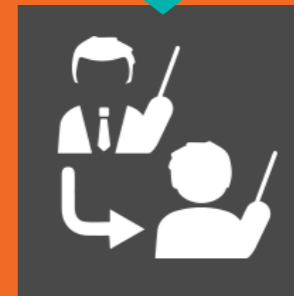
Presentations



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 solutions 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 Unit4 Agresso 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 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

HELP TO BUILD INTERNAL RESOURCES

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 Unit4 Agresso 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 Agresso training consultants and then create a training programme relevant to the skill set of your identified super users.

AGRESSO REPORTING COURSES

As part of our comprehensive range of business as usual solutions, Optimum also offers a number of tailored reporting courses to enable end-users to consolidate their skills. Our training consultants will develop training sessions specific to our clients' objectives, including the following topics:

- Report Creator
- Balance Tables
- Enquiry, Browser and Analyser
- Excelerator Basics
- Excelerator Advanced

“

Optimum was always extremely accommodating. They adapted quickly to the frequent system and business process changes as the testing evolved, and their knowledge and advice was invaluable.

NATIONAL SAVINGS AND INVESTMENTS - Lorraine Carter, Partnership Project Manager

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“

Outsourcing the training to an external, professional consultancy added credibility to the whole project because we had visibly invested in our staff.

EC HARRIS - Neil Morling, Group Finance Director

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Why use Optimum?

“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)

As Unit4 Agresso 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 Unit4 Agresso**
Having an in-depth understanding of how Unit4 Agresso is used in a range of different 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.

“Getting the user training right at the beginning is critical. If it gets off on the wrong foot, it's very hard to turn it round later. That's why professional trainers can add so much value and Optimum has certainly got it right for us.”
RES - Tony Fiddler, Agresso System Development 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)

“Bringing in Optimum showed our staff that we were serious about investing in them. The feedback has been really positive at all levels in the group. The training has been one of the best parts of the project in terms of delivery.”
THE SOUTHERN CO-OPERATIVE - Karen Lay, Head of Strategic Planning & Projects

“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

SAVE THE CHILDREN

Industry: Charity
System: Unit4 Agresso
Location: Worldwide



Save the Children faced a major training challenge when implementing their Unit4 Agresso ERP solution – with 1,000 end-users across 55 countries, they selected Optimum to provide a bespoke 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.

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

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UNIVERSITY OF SURREY

Industry: Education
System: Unit4 Agresso
Location: UK



When the University of Surrey decided to upgrade its Unit4 Agresso system, they turned to Optimum to manage the training, allowing the project team to focus on the implementation.

Various training sessions were developed including face-to-face classroom sessions to cover web requisitioning and sales order training for around 200 users. In addition to the delivery, quick reference cards were produced to support the classroom sessions back at the desk and eLearning content was written to train staff on web expenses. The latter was selected due to the high number of staff across the university and the difficulty in coordinating a training schedule with academic staff commitments.

“

We now have access to good materials that are a basis for ensuring that users have the necessary knowledge to undertake their work. We would definitely use Optimum for our training support requirements in the future.

[Lester Woollard, Finance Systems Manager](#)

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McCARTHY & STONE

Industry: Construction
System: Unit4 Agresso
Locations: UK



McCarthy & Stone is the UK's leading retirement house-builder, providing 70% of the owner-occupied and assisted living accommodation. They chose to implement their Agresso ERP system to simplify and standardise business processes across its six regions and support its growth. In order to support this implementation, Optimum was recruited to provide a professional end-user training programme.

“

We couldn't have done this without Optimum; they got us through the whole process and made it work. It was a very demanding, pressured six month project but they reacted smoothly to the mass of changes throughout.

[Terry Gardener, Agresso Training Manager](#)

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Optimum was briefed to design, develop and deliver a range of tailored, job specific courses and materials that would be used to train all 900 users. These included detailed reference guides to support courses for core users, quick cards and eLearning deliverables for light-touch users and trainer packs for business as usual refresher and new joiner training in the future.

NS&I

Industry: Financial Services
System: Unit4 Agresso
Locations: UK



NS&I (National Savings & Investments) is one of the largest savings organisations in the UK, with more than £100 billion invested. The organisation carried out a major upgrade to its Unit4 Agresso ERP system, including a new goods receipting process which affected a large number of users.

“

Optimum was always extremely accommodating. They adapted quickly to the frequent system and business process changes as the testing evolved, and their knowledge and advice was invaluable.

[Lorraine Carter, Partnership Project Manager](#)

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With no dedicated training resource in-house, Optimum was appointed to produce end-user reference guides on six modules. The brief then grew to include detailed hands-on classroom sessions for key finance users as well as passive videos, interactive eLearning modules and quick cards for commonly used processes for light users.

More happy Unit4 Agresso clients



Optimum

the IT training consultancy

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