

UNIT4 AGRESSO

THE COMPANY

Name: The Institute of Cancer Research
Industry: Charity

THE PROJECT

System: Unit4 Business World (Agresso)
Location: UK



Optimum designs Unit4 Business World (Agresso) end-user training for ICR

The Institute of Cancer Research (ICR), one of the top four centres for cancer research and treatment worldwide, has called in the IT training consultancy Optimum to design and develop end-user training for three areas following the implementation of the HR module to its Unit4 Business World (Agresso) ERP system.

The introduction of human resources (HR), payroll and financial management information systems (MIS) functionality is designed to enable ICR to streamline processes and extend its on-line capabilities whilst within these specific areas, all using a common infrastructure.

“We’re changing key processes and introducing functionality that will eventually affect all our staff,” said Ian Nicholson, ICR’s Interim Corporate Applications and Projects Manager. “So we wanted bespoke, professionally produced end-user training courses and materials based on our specific system configuration, rather than just relying on generic Agresso documentation.”

Optimum has extensive training expertise in Business World (Agresso) so was able to carry out a short period of detailed knowledge transfer with ICR and then produce three training packages, tailored to meet the specific needs of each of the departments involved.

Within HR ICR has a small team of systems specialists who were closely involved in designing the new processes. They wanted to cascade down their own end-user training so Optimum created trainer packs for them and produced a detailed reference guide that is being widely used. To give added support, Optimum designed and delivered short courses on Agresso Smart Client functionality and an introduction to the HR module.

“The HR training has been a big tick,” Nicholson said. “It’s working very well.”

A trainer pack and reference guide were also developed for the small MIS team, whilst the payroll department opted just to have detailed process manuals to refer back to.

All the materials have been handed over to ICR to adapt and update as they develop and extend their use of the new modules’ functionality. “Because the manuals are written around our specific system they’re credible and they’re flexible.” noted Nicholson.

He added: “Certainly I’m very satisfied with the result of the user training and the quality of the documentation. Going forward it’s going to be very valuable to have proper, structured, repeatable training to use as a refresher and for new staff.”