

Optimum provides Microsoft Dynamics AX2012 training at UK retailer Wyevale Garden Centres



The IT consultancy Optimum has completed the first phase of end user training for staff at Wyevale Garden Centres (WGC) on its new Microsoft Dynamics AX2012 system.

WGC operates 152 garden centres throughout the UK, employing more than 5,000 people. This implementation represents a major change and WGC wanted a consultancy with extensive experience of Dynamics AX2012 to design, develop and deliver job-specific training courses and various reference materials for end-users. Training delivery also utilised WGC's handheld retail terminals which linked to Dynamics AX using an external ISV.

Optimum initially designed and delivered role-based courses for till supervisors, managers, stock maintenance and cash management. As well as this, two users from approximately 35 garden centres were given Dynamics AX training (including new business processes introduced for the new system), enabling them to become super users to train fellow staff back on their sites. Optimum then provided post go-live floor-walking support at those centres to reinforce the training and resolve any issues.

In addition, Optimum trained head office and supply chain staff on Dynamics AX2012, as well as delivering modular training sessions via WebEx to 300 garden centre employees on an upgrade to Microsoft Office.

Feedback from end-users on the training and the post go live support in particular has been very positive and Optimum is currently scheduled to roll out its programme to the remaining 75% of WGC sites as they go live with Dynamics AX in the summer of 2016.

The Project

Wyevale Garden Centres
Microsoft Dynamics AX
Retail

Locations

 United Kingdom

Training Methods

-  Quick Cards
-  Trainer Packs
-  Classroom Delivery
-  Floor-Walking
-  Presentations

Talking about their experience with Optimum so far, Lewis Fox, Project Manager – Retail Operations at Wyevale Garden Centres said: “We simply didn’t have the knowledge within the organisation to design and deliver an end user training programme for the Dynamics AX rollout, so we selected Optimum because they had a solid track record and great customer feedback.

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“So far we have received some exceptionally positive comments from end-users about how well the training has been delivered and look forward to continuing to work closely with them throughout the remainder of the rollout.”

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 Wyevale Garden Centres

Wyevale Garden Centres are the biggest garden centre retailer in the UK, with over 153 garden centres and more than 6,000 staff.

Since the 1990s they have expanded rapidly, acquiring a huge range of garden centres, brands and small chains, changing their name to The Garden Centre Group in 2009 and reaching 130 centres in 2012.

In July 2014, they rebranded back to Wyevale Garden Centres, a name that has a strong heritage in the garden centre industry and is trusted by their customers.

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