

# Microsoft Dynamics AX

## End-User Training

“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  
**ASSA ABLOY**

“We had absolutely no reservations about using Optimum’s offshore training model because we’re a global firm that likes to utilise global expertise. Optimum’s biggest asset was that their consultants came in completely ERP and specifically AX literate so we saved a lot of time there. Actually having the knowledge that’s promised was very refreshing.”

Joseph Calabrese Operations Manager  
**KODAK ALARIS**

# Hello...

Are you upgrading or implementing a Microsoft Dynamics AX system?

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 customised Microsoft Dynamics AX 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 Microsoft Dynamics AX 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.

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

## Who are Optimum?

Optimum has extensive knowledge of Microsoft Dynamics AX, having 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 roll-outs around the globe, across a variety of different industry sectors.

As well as Microsoft Dynamics we also have experience in developing training on the following verticals (ISVs):

- Asset Management
- Engineering / Construction
- Field Service Automation
- Finance Automation
- HR / HCM
- Legal
- Reporting
- Retail
- Transport & Logistics

Manufacturing

Legal

Engineering

Oil & Gas

Public Services

40+

countries

250,000+

end-users trained

Distribution

Construction

# Our offshore training model.

If you're not based in the UK, we can still help. Optimum has supported complex implementations and upgrades in Microsoft Dynamics AX across multiple locations worldwide, including North America.

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

Due to our detailed Dynamics AX 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 minimize 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.

50+

Dynamics AX

training projects

Professional Services

Retail

# How can Optimum help you?

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 work-flows 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 Microsoft Dynamics AX 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
- Classroom and presentation training deliveries
- eLearning and remote classroom sessions
- Administration of the training programme
- Post go-live floor-walking and BAU training

## We can tailor your training programme with the following methods:



Classroom  
Delivery



eLearning



Floor-walking



Quick Cards



Presentations



Reference Guides



Skill the Trainer



Trainer Packs

# Why use Optimum?

As Microsoft Dynamics AX 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 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 Microsoft Dynamics products.** Having an in-depth understanding of how Dynamics AX is used in a range of organisations means we can quickly absorb a new client, their project and their 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 can include a Client Engagement Manager and a Lead Trainer. Additional offerings; training administration, hosted learning portal, six-month post go-live review and translation services.

# Planning to use internal resources for end-user training?

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 Microsoft Dynamics AX training consultancy can often provide the best outcome.

Optimum can recommend a suitable solution by combining internal business expertise with our experienced Dynamics AX training consultants. Together we can then create a training programme that is relevant to the skill set of your identified super users.

“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.”

Mike Harradence Regional Controller  
**Element Materials Technology**

# Bespoke training solutions for all industries...



Advertising and Media



Construction



Education



Energy and Utilities



Engineering and Manufacturing



Financial Services



Not for Profit



Pharmaceuticals



Professional Services



Public Services



Retail



Travel and Leisure