

Training for the UK and Ireland's largest digital automotive marketplace

Unit4 Business World (Agresso) ERP



Trader Media Group (now rebranded as Auto Trader), one of Europe's largest specialist multimedia publishers, turned to IT training consultancy Optimum to train staff following a major upgrade of its Unit4 Business World (Agresso) ERP system and the introduction of a new procurement system.

Optimum designed, developed and delivered half-day training courses giving an overview of the features and benefits of the new finance and procurement systems plus tailored exercises around new business processes.

Tony Risino, Auto Trader's director of finance shared service centre, said: "The post training feedback was excellent and I think that's because Optimum's whole approach was very user-focused. The courses and documentation were all in Auto Trader terminology and all the content was specific to the trainees' individual roles so they could relate to it."

He also praised the way the consultancy handled wide-ranging change management issues: "We took the opportunity to introduce new business processes and to reinforce best practice. Optimum communicated those key messages very well in the training, and the proof is that the systems are being used correctly by everyone."

Project Overview

- Upgrade to Unit4 Business World (formerly Agresso) ERP and implementations of new procurement system.
- Developed a full suite of training materials for both.
- eLearning modules created for fresher and new joiner audiences.
- Opted to outsource its user training because it recognised it didn't have the resources in-house.

Methods Used

 **RapidScope®**
Planning & designing your training

 **Reference Guides**
Comprehensive end-user manuals

 **Trainer Packs**
Lesson plans for consistent delivery

 **Presentations**
Demonstrations to large groups

 **Online Solutions**
Various web-based learning options

 **Quick Cards**
Double-sided simple process cards

 **eLearning**
Interactive, passive & concept modules

 **Skill the Trainer**
Prepare internal team for delivery

 **Classroom Delivery**
Hands-on training sessions

 **Go-Live Support**
On-site floor walking & hypercare

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Tony Risino Director of finance shared service centre

Optimum also created a piece of eLearning for Auto Trader to use, to train new joiners and as a refresher tool without the need to go back into the classroom. The consultancy also produced a series of quick reference cards on the new processes to give users instant, back-at-desk help. In addition, Optimum also designed a specialist course for a team of management accountants based in the company’s Wimbledon, London office.

Auto Trader, which publishes market-leading automotive classified magazines and websites, opted to outsource its user training because it recognised it didn’t have the resources in-house. Risino said: “User training requires a very specialised skill set and we couldn’t have done it to such a high level internally. The fact Optimum are professional trainers gave the whole project added credibility and the training exceeded our expectations.”



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