

# Training the largest garden centre group in the UK

## Microsoft Dynamics AX2012 ERP



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.

### Project Overview

- New implementation of Microsoft Dynamics AX2012 ERP system.
- Modules included role-based courses for managers and supervisors in finance and warehousing.
- Also delivered training on hand-held terminal devices for warehouse-based staff.
- Also delivered WebEx-based Microsoft Office upgrade training to over 300 stores.

### 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

"We selected Optimum because they had a solid track record and great customer feedback."

**Lewis Fox** Project manager – retail operations

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 rollout its programme to the remaining 75% of WGC sites as they go live with Dynamics AX in the summer of 2016.

Talking about their experience with Optimum so far, Lewis Fox, project manager – retail operations at Wyevalle 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.

"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."



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