

# Training for a US-based brick and stone manufacturer

Oracle JD Edwards ERP



Glen-Gery, the industry-leading supplier of brick and stone products, selected Optimum as the end-user training partner to develop and deliver the Oracle JD Edwards ERP training programme to support Glen-Gery's Brick Centres and Plants in North America. The implementation involved more than 140 staff across over 20 locations moving from their legacy system to Oracle JD Edwards (JDE) 9.1.

Optimum identified two key audiences based at the Glen-Gery sites. The Finance and administration audience required training deliverables to be created for a variety of workstreams including general ledger, accounts payable, purchase order management, inventory management, and shop floor control.

A two-and-a-half-day role-based classroom course was also developed for the Sales order management teams which covered sales order processing, invoice management, returns and credits, and inquiries.

Staff were taken away from their worksites and gathered at a central hub in Pittsburgh, Pennsylvania, to receive uninterrupted classroom training sessions in preparation for their go live. Optimum's adaptability was demonstrated during the training phase, which was a joint effort between the internal project team and Optimum.

## Project Overview

- New implementation of Oracle JD Edwards ERP.
- Training programme followed an earlier partnership with UK parent group Ibstock Brick (CRH).
- Training provided for staff from 20 North American sites gathered at a central hub in Pittsburg, US.
- Modules included Finance, Administration and Sales Order Management.

## 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 modules & passive videos		Skill the Trainer Prepare internal team for delivery		Classroom Delivery Hands-on training sessions		Go-Live Support On-site floor walking and hypercare

**"Satisfied clients are the biggest asset to Optimum and we were delighted to be back on board once again."**

**Joanne Harrison** Optimum sales director

Training for head office operatives was carried out by the JDE project team and Redfaire, and Optimum flew two highly-skilled consultants to Pennsylvania to provide hands-on training across the other workstreams.

Optimum also designed a skill the trainer course for internal use, which covered functional and process knowledge, training skills, and an understanding of the Optimum training materials. This allowed Glen-Gery's super users to deliver classroom sessions and informal sessions to site colleagues.

Prior to onboarding, Optimum supported the Oracle JD Edwards upgrade for UK-based parent company, Ibstock Brick. Joanne Harrison, Sales Director at Optimum, said "the business clearly understands the importance of providing staff with accurate and engaging training. Satisfied clients are the biggest asset to Optimum and we were delighted to be back on board once again."



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