

Training for global energy equipment supplier

Epicor ERP

A global provider of oilfield engineering services has utilised the IT training consultancy Optimum to train staff at its Aberdeen, UK headquarters on a new Epicor enterprise resource planning system.

Epicor's flexible and scalable ERP software is industry-specific and offers capabilities focused on reducing costs, streamlining processes and improving customer responsiveness across an enterprise.

The group has offshore equipment service and engineering centres in the Middle East, Africa, USA, South America, India, Indonesia and Australia, as well as a rentals division. Its business is, therefore, heavily project-based and Epicor, along with implementation partner Dot Net IT, created bespoke project elements to handle scheduling as part of the ERP system build.

The firm's implementation team was facing constraints, in terms of both time and resource, and opted to outsource the user training on the system to Optimum, after they received a recommendation.

Project Overview

- New implementation of Epicor ERP system.
- Outsourced the training programme to enable the project team more time to focus on the system build.
- Delivered classroom training to around 100 staff, who were mostly project managers.
- The small finance then managed their own training-phase internally.

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 and hypercare

Optimum worked closely with Epicor and Dot Net IT to create a full suite of training documentation and materials to over 100 Project Managers in Aberdeen, Scotland.

Joanne Harrison Sales Director

Optimum designed and developed lesson plans and exercises for a range of role-based user training courses. The training consultancy then delivered classroom training to around 100 staff, who were mostly project managers.

The consultancy also worked closely with Epicor and Dot Net IT to create a full suite of training documentation and materials. The aids included detailed user reference guides, interactive eLearning platforms and a series of quick cards on specific key processes such as time-sheet entry and uploading.

The firm has a small core finance team in Aberdeen so that part of the end-user training was handled internally by the Epicor project manager using Optimum's training pack and materials, with support from colleagues who had already undergone Optimum's training.



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