

Training for a UK not-for-profit leisure group

Microsoft Dynamics AX 2012 and CoreHR



When Greenwich Leisure Ltd (GLL) looked to update their old finance system to an ERP system they made sure they had considered all their options. After a long process of evaluation, GLL chose the Microsoft Dynamics AX 2012 ERP system, but found it was very different to their legacy system.

Founded over 23 years ago, GLL is a non-profit organisation with 340 leisure centres and libraries over the UK, as well as a college and the Healthwise programme.

Many members of the public rely on their services so it was important for them to make a seamless transition from one system to the next. This allowed them to continue to offer a high standard of customer service.

To spend so much on a new ERP system and not have staff correctly trained seemed like a poor return on their investment. So, GLL carefully searched for a Dynamics AX training provider who could efficiently train over a thousand members of their staff, in the two weeks before the new system went live. "The old system was very different from the new and that is why we needed professional training for all users," explained Mirela Holmes, head of finance shared services and business administration.



Project Scope

- New implementation of Microsoft Dynamics AX 2012 and CoreHR systems.
- Trained over 1,000 end-users in two weeks with eLearning delivery.
- Modules included Finance and HR.
- Optimum also developed trainer packs, reference guides and quick cards.

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
Onsite floor-walking
and hypercare

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Mirela Holmes Head of finance shared services and business administration

Mirela's decision to use Optimum was essentially an easy one. "A lot of our people were very positive about Optimum because they could learn using written material rather than going to face-to-face training," says Mirela.

So, during the RapidScope© phase, Optimum recommended the appropriate written deliverables, namely, trainer packs, quick cards, reference guides and eLearning. They also assisted the delivery of training with skill the trainer and classroom-based sessions. "When we chose Optimum they were very professional," says Mirela who values professionalism and high standards.

The convenience of the eLearning modules and written materials suited her staff immensely as "they were able to refer to quick cards anytime they forgot about something."

Once GLL went live with their new ERP system, Dynamics AX, they didn't look back.

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As part of this Dynamics AX 2012 implementation, GLL also rolled out the popular ISV bolt-on, CoreHR (often referred to as a HCM system) for which Optimum also provided the end-user training.

Although Optimum had worked with other leisure centre groups before, they were mindful that every Dynamics AX system rollout is unique.

Optimum's lead training consultant on this project said, "Working with GLL was a delight. At the end of the day it's always rewarding to see our clients' users gain the competence to use the system confidently to manage their workstreams more efficiently.

"I would recommend Optimum to deliver end-user training for any company implementing a new ERP system," says Mirela.



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