CASE STUDY

TRAINING AND ADOPTION – MAXIMIZING THE VALUE OF TECHNOLOGY INVESTMENTS

BUSINESS CHALLENGES

Our client was in the midst of several technology implementation initiatives to provide improved levels of efficiency for their organization:

- Business Process and Workflow Management system;
- Controlled Document Management system;
- Collaborative environments for internal project teams, and external customers.

As these complex technologies were being implemented and deployed across their organization, the client needed to address organizational transition and adoption issues. Management recognized that its people were a key determinant of the ultimate success of the initiatives – acceptance of change and the assimilation of new processes and technologies were critical for the realization of potential business value.

THE ARBORSYS SOLUTION

ArborSys worked closely with the client to develop a business and technology transition plan, understand training needs, establish the curriculum framework and develop the plans necessary to build a confident and productive workforce.

A key facet of the strategy focused on addressing the needs of an end user community whose technology skills were varied. Training had to address basic computer skills, as well as application and process training.

Our team developed a wide array of training materials and job aids, including Training User Guides, Quick Reference materials, and contextual on-line help.

ArborSys jointly provided application training and worked with the client to develop best practices for adoption of the evolving technical solutions into their changing business processes. The ongoing training responsibilities for these applications were then transitioned to the client for continued support of the business areas.

VALUE DELIVERED

Training is a critical, yet often overlooked aspect of the implementation process. Studies have shown that user error is the primary cause of system downtime and the untrained users require three to six times more support than trained users, thus requiring significant help desk support and inflating on-going maintenance costs. The training strategy, approach and conduct minimized these risks and resulted in:

- Higher levels of organizational adoption of the new systems, and smoother business transition;
- Improved organizational compliance;
- Knowledgeable and empowered end users possessing the ability to provide feedback and suggestions for improved system usability.