



Balfour Beatty Rail—Office XP & Outlook 2003 Upgrade Case Study

Introduction

Our client, Balfour Beatty Rail are an international leader in rail engineering projects and the **UK's largest rail engineering and services provider**, with some 7,000 employees and an annual turnover in excess of **£800m**. They service the full range of rail infrastructure activities from high-speed rail to mass rapid transit, covering intercity, rural and commuter routes, for both public and private railways. Balfour Beatty Rail sought Contrast Training to provide a **training solution** that enabled staff to be trained on system upgrade functionality with **minimum disruption** to the business.

The Challenge

Balfour Beatty Rail Infrastructure Services (BBRIS) were upgrading from a variety of different platforms (Windows 2000 and Office 97 and 2000) to Office XP and Outlook 2003. A major influencing factor on deciding which Office version to implement was the version utilised at their largest client, Network Rail. Out of 450 BBRIS users, 100 were field based laptop users who required a different logistical approach. Those who required training were based at 11 operational sites across the south of England: Ipswich, Peterborough, Broxbourne, Sidcup, Hoo, Tonbridge, Sittingbourne, Crawley, Eastleigh, Russell Square London and Derby.

Our challenge was to ensure that all users were confident in understanding the differences and new features of the new software. We had to deliver a training programme that ensured the quality of training was maintained throughout the lifecycle of the project regardless of site location, provide Floorwalking support to all users after the new system went live and provide bespoke documentation to complement the training and offer users the ability to reference particularly areas after their initial training.



Balfour Beatty Rail—Office XP & Outlook 2003 Upgrade Case Study

The Solution

Due to the constraints of this project it was agreed that Seminar training sessions would be more effective than Instructor Led Training and that these sessions would take place at hotels local to each depot. A presentation was designed to demonstrate the look and feel of the new software as well as the major differences between Outlook 2003 and Office XP. Simulations were used to encapsulate the audience's interest and make the presentations as captivating as possible. Despite the users not being able to get any hands on practice it was imperative they had enough knowledge and clear demonstration of the new software to feel confident when returning to the work place.

Seminars

Three Seminar sessions were offered throughout the day with a maximum of 15 users per session. This provided greater flexibility of timings for the users and allowed users to attend sessions most convenient to them. Due to the early shift patterns at BBRIS, the seminar sessions were scheduled 7:30 - 9:30, 10:00 - 12:00 and 13:00 - 15:00.

The BBRIS Intranet site was also updated on par with the technology refresh so each seminar included a brief overview of the major changes of the Intranet as well as simulations of new screens, keeping everyone aware of the changes being made. An overview of Email Management focusing on "Good Housekeeping" was also included in the seminar as this was an area BBRIS had previous problems with.

Floorwalking

Floorwalking support was provided for the first and second days of the "Go Live" week, with the larger sites having two resources assigned on the first day. This allowed the floorwalkers to deal with user queries swiftly and provide 1-1 tuition for users at their desk. It also helped to reduce the number of Help Desk calls as we acted as a third line support for BBRIS.

The Result

By the end of the project, over **400 users successfully received training** during the required timeframe and the presentations were **well received** by everyone. All users received Quick Reference Guides for Email Management and Intranet, Word, Excel and PowerPoint 2002 and Outlook 2003. Following **excellent feedback**, further, more focused training was delivered to key members of staff including Secretaries, PA's and Team Organisers to enable them to act as "**power users**" and assist their colleagues where appropriate. BBRIS were thrilled with the training programme and were **very complimentary** about our **innovative approach** and **professionalism** throughout the project.