



Introduction

Documentum is one of the worlds leading suppliers of **Electronic Content Management** systems (ECM) to major UK and global companies. Although Documentum already supply their customers with a range of training solutions, these were mainly aimed at the technical and support side of the application. Having little experience in **end user training**, they approached Contrast Training with the view of harnessing our **expertise** in this area. In preparation of a **global rollout** of Documentum to a **major UK based blue chip company** in the oil and gas industry, a Contrast Training consultant was trained on all aspects of the system by the Documentum training team. The client has major operations in exploration and production, liquefied natural gas, transmission, distribution and generation. With a turnover of over £4bn and operations in more than 20 countries, spanning 5 continents.

The Challenge

Our customer works in a busy, safety driven and highly competitive environment, so time is a commodity. Therefore the training had to be to the point, timely and more importantly, relevant to the user's job. They use a very structured and detailed business process to support any capital investment, known as the Capital Investment Process (CIP). The scope of the project was to utilise Documentum's functionality to formalise the production of documents used to support this process. An important early stage of the process was for the Training Consultant to have a full understanding of the CIP. This was achieved by spending one week at the company's UK headquarters; meeting with staff members involved in the process and then applying this knowledge to the systems functionality and the training solution.

It was essential that all employees involved in the CIP were fully conversant with using the new system with particular emphasis placed on document lifecycles. An additional challenge was that there were several different business units to train. Training was required to be delivered in line with the unique requirements of each of these business units in terms of desired functionality.



The Solution

This was a global rollout taking place at all the company's offices where staff was involved in the CIP. Two training sessions had been designed to ensure that all staff had an excellent working knowledge of the new system. The first session covered the core functionality of the system, the second was based around "real life" scenarios relating directly to the CIP.

Courses were tailored for each business area with appropriate supporting documentation. A reference guide and training support pack (including PowerPoint presentations and scenarios) ensured each individual had step by step instructions of how to undertake any tasks that may be required of them. The solution was flexible and this meant that some were able to receive one-to-one training where appropriate and floorwalking was undertaken to support staff when first working on the new system.

The Result

Approximately 50 users in two countries (Tunisia and Egypt) were trained. Despite a **restrictive time frame**, all staff received **training to specifications** which resulted in a **smooth transition** to the new system. Documentum is now a core and integral part of the CIP. Documents to support CIP are now being created and managed using Documentum and due to the **high quality of the training** little support had been required from either Contrast Training or the company's internal IT support.