



Introduction

Our client is one of the **top 10 largest banks** in the world engaged primarily in banking, investment banking and investment management. As with many businesses, the main responsibility for **information management** across and within business divisions solely relies with its employees.

Microsoft SharePoint Services was selected as the tool to provide the organisation with up to date and focussed information about all divisions, creating a **scalable document management** and **data collaboration** platform.

Contrast Training believe it is imperative for key **processes** and **procedures** to be identified during the consultancy phase, thus ensuring tailored training is targeted to the right areas. Providing our consultants with this knowledge allowed the business to reap tangible benefits from tailored training.

The Challenge

The key focus was to ensure that all authorised users had a good working knowledge of SharePoint. They needed to understand how the new software would affect their existing web content and all future data collaboration.

There was an immediate requirement for a solution to enable document management, collaborative working across the organisation and creation and maintenance of Intranet web content.

One of the main challenges for Contrast Training was to introduce the concept of organisational structure, policies and guidelines, and utilisation of templates. This cultural change within the organisation encouraged users to take ownership of their individual web sites resulting in greater visibility of web content across the Group.



The Solution

The SharePoint training solution focused on raising the profile of training as a key component to underpin business success thereby maximising Return On Investment. Individual requirements were addressed and all users gained the knowledge required to manage their own web content on the client Intranet. Consequently, this created workspaces to enhance data collaboration between project teams.

Three instructor led training courses were developed based on job roles – Page Owner, Publisher and Consumer. Users attended a 1 day course focussing on the key principles of SharePoint working on a Portal level and a Workspace level.

Tailored training documentation was developed in the form of three quick reference guides. These guides were designed to reflect the functions of SharePoint relevant to each job role including Hints & Tips, common features and shortcuts. In addition to these quick reference guides a detailed training manual was written and published on the client Intranet.

Contrast Training initially rolled out SharePoint training to 150 users within the Private Clients division. This project was such a success that it has now been implemented across several divisions at regional and international offices with more to follow.

The Result

Despite a **challenging deadline**, a complete bespoke training solution was delivered **on-time** and **to budget**. All users were able to understand and effectively use SharePoint to manage web content and workspace data collaboration. The result was **improved internal communication** and greater management of information.

Overall, the training solution has given the client:

- Document configuration management including filing and version control.
- Team communications.
- Knowledge management.