



Introduction

Our customer, Cap Gemini, is one of the world's **leading Consultancy** firms providing Technology and Outsourcing services. After being chosen to provide a seven year **Training Managed Service** for the London Borough of Croydon, their first task was to migrate 4000 users to Windows XP and Office 2003. They chose Contrast Training as their **training partner** to manage the development and delivery of the training programme. Drawing upon a combination of our own **expert methodology** and experience with large Microsoft project migrations, we worked in **partnership** to develop a practical training solution for the Council. Contrast Training believe that **innovative** and **flexible** course design is a fundamental success factor in any implementation and the training solution included key processes and procedures that were identified during the consultancy phase.

The Challenge

The key focus was to ensure users were trained within 5 days of receiving their new system, which was being replaced as part of a technology refresh programme. The training focussed on the differences from their existing platform of Windows 95/98 and Office 97 to Windows XP and Office 2003. The users were also migrating from their existing email system, GroupWise, to Outlook 2003.

As part of the technology refresh programme a new telephone system was also being implemented, and Contrast Training developed a 30 minute training session on basic telephony skills as part of the course. It was imperative that the Implementation and training plan ran in conjunction with each other to ensure SLAs were met in full.



The Solution

A training solution was developed that allowed all users to benefit from an introduction to the new software, whilst encompassing the customisation of the new platform and individual business requirements. Users were guided through the differences between their existing environment and the new software whilst the consistency of training ensured that all staff were trained to the same high standard across the Council.

Training

Training sessions were held at a training centre, with up to three courses per day holding a maximum of 10 delegates. One to one training sessions were also developed for executive management, laptop users and special needs cases.

Floorwalking

Floorwalking support was provided to ensure users could log on, open upgraded files and work with the new environment. This became an essential part of the project rollout and offered post training support and just in time training. Floorwalking was managed in two ways, with one to one sessions and floorwalkers assigned to groups of users in specific areas.

Documentation

Quality training manuals and quick reference guides were developed that covered the differences in the systems and the Council's new policies and procedures.

Training Manager

Contrast Training provided a Training Manager to work closely with the Project Manager who took joint responsibility for the day to day on-site project management. The Training Manager compiled regular reports for the project team, identified additional training requirements for the users and was responsible for overseeing the training delivery and maintaining quality control.

The Result

In our client's words "Contrast Training delivered an **exceptional training program with the utmost professionalism** and to a **very high standard.**"

By the end of the project, 4000 users had been trained and migrated to their new environment. All measurable from the SLA were **exceeded** and the feedback from the Council was extremely **positive**. The number of calls to the Help Desk was reduced by the creation and ongoing management of a knowledge base, which allowed the Help Desk to concentrate on other aspects of the implementation. Training played a **vital** role in ensuring a **successful implementation** was achieved and maximum benefits gained.