



Enterprise Software Training

a SSE case study

Engaging the Mind...Improving Performance

Business Challenge: A premier “rent-a-car” company has a huge fleet of vehicles across North America which need to be both identified and profitably sold as they outlive their usefulness. The company pulled together and standardized processes from a number of different, older internal systems to create a new, custom application enabling users to quickly search a huge vehicle database and offer selected items for sale to dealerships and other such customers. A dispersed audience required quick and just-in-time training as the new application was implemented.

Situation: An international architectural firm was beginning to rollout enterprise software to their branch offices located worldwide. The challenge came in training approximately 1000 employees without incurring travel costs and meeting a restricted time frame. Additionally, upon completion of the training, the employees needed to have the ability to pass a test for in-house credits.

Business Solution: It was determined that SSE would conduct all sessions in the St. Louis office. To eliminate the travel expenses that would be incurred by sending a trainer to the numerous facilities, the client decided to have IT personnel from each location provide the training at their site. SSE, wanting to ensure quality training throughout the organization, suggested that a **“Train-the-Trainer” session** would allow a professional instructor to present the techniques and information necessary to ensure a successful outcome.

SSE provided two (2) international Train-the-Trainer sessions, which involved IT personnel from 15 offices and 5 countries including the US. The sessions were held using NetMeeting allowing the participants to view the instructor’s screen and participate verbally through the phone line. Not only were enterprise software topics covered but, more importantly, training techniques were shared.

The client was interested in encouraging employee participation in the training sessions. They feared users would not feel compelled to attend a session on “reading mail”. SSE suggested that advanced tips be sent out daily to capture the audience’s attention and demonstrate the potential of the software as an information management tool.

SSE created a 46-point Outlook **tip list**. The documentation created in question and answer format, included important features that most end-users do not utilize. The documentation was to be used as a “Tip of the Day” component with a question popping up in a dialogue box and the answer appearing after a short pause. Because the client’s IT staff was unable to transform the document in the “Tip of the Day” format in the required time frame, the information was going to be unused. SSE suggested that the file be provided to the employees in its current format as supplemental reference material. Once distributed, the information was well received.

The client wanted to provide training materials for the session, yet did not want to furnish textbooks for each individual. SSE suggested the Myös Quick Reference cards as an

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economical, comprehensive resource and was able to supply them with 1,675 Myös Quick Reference cards for international distribution. Additionally, SSE revised the client's existing documentation to be more comprehensive and to include more detailed instructions. Instructor notes were also added for the remote locations. This documentation was published as a reference manual on their intranet site.

More than 95 employees attended the initial "Lunch and Learn" seminar. The session was delivered in demo format with immense participation from the attendees. To simulate activities, an established e-mail account was used with sample messages and meetings created prior to class. To fill in the day, a morning session was provided for a small group of power users concentrating on specific topics of interest and an afternoon question/answer session was available.

Because of the positive response from the first "**Lunch and Learn**", additional training was requested. A second "Lunch and Learn" was added to the schedule and attended by more than 70 employees. Additionally, a session was provided for corporate users that were not included in the original proposal.

SSE provided **supplemental documentation** that answered questions that arose during the various sessions. This information was distributed to all employees involved in the rollout.

Results: The training project was considered a success by the client contacts, remote offices and session participants. The SSE component was provided at a cost of under \$10 per student. Because the client's resources provided the remote training, each location now has a local expert that can be contacted by the employees for additional help. Plans are currently underway for Excel 2000 training in March of 2002 that will follow a similar format.