

Rapid Roll-out of Financial Systems Training

“We help our clients to deliver the right information to the right people at the right time”

Our client’s challenge

With over 4000 employees worldwide our client needed to quickly and efficiently roll-out effective training on their upgraded Financial System.

The challenge for our client was to provide relevant training to all users within tight timescales.

“...quick and efficient roll-out of effective training.”

The new processes and procedures needed to be fully understood and adopted by all employees to ensure a smooth transition to the upgraded system before the end of the current financial year, which was only weeks away.

Our client wanted materials to be created using Microsoft Word so that they can maintain the documents themselves.



Our Review and Recommendations Report was created using Author-it.

About Author-it

Author-it is a single-source content management system. You create content for reuse within and across projects to reduce maintenance, minimise errors, eliminate duplication and significantly reduce the time you spend reviewing and reworking your content. You can publish from a single source to print, online help and web formats.

The solution

Step 1 - work with the relevant client subject matter experts to perform a thorough review of the existing training materials and gain a clear understanding of the different audiences and what they need to know.

Step 2 - collate the findings and produce a comprehensive Review and Recommendations Report. This report contains:

- the client brief
- information about the software system
- a review of the existing training materials
- recommendations - giving a number of different options
- proposed content of the training modules
- Content Chameleon Project Management Model
- details about the Content Chameleon people selected to complete this work

“...gain a clear understanding of the different audiences...”

Step 3 - create the content to provide the client’s favoured solution:

- comprehensive Notes for Trainers
- PowerPoint Presentation
- Practical Exercises
- Process Maps
- Quick Reference Guide
- Hints and Tips Handout

Content was created in Author-it and published to Microsoft Word for the client to maintain these documents.

Step 4 - deliver a Train-the-Trainer course providing practical advice on how to:

- run both classroom and webinar training courses using the materials developed by Content Chameleon
- set up and deliver training using the webinar delivery method.

The benefits

Content Chameleon were able to quickly deploy a team of documentation and training specialists to deliver a professional suite of training materials within the client’s tight timescales.

“The Content Chameleon Team asked the right questions which ensured we got the training materials we needed to achieve our objectives.”

The main benefits to our client include:

- Professional training materials developed within tight timescales
- Employees with minimal training delivery experience able deliver the training
- Consistent training delivered worldwide within weeks
- Final suite of materials were handed over in a Microsoft Word format so that the client can maintain the training materials
- Course structure can be used for future training courses
- Templates available for development of future training courses.



Author-it website www.authorit.com

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or to speak to a Content Chameleon Adviser call us on **0208 778 4998**