Business Systems
End-User Training

Optimum
the IT training consultancy

> **"** I've been very impressed. It didn't matter what we asked, we got clear answers and solutions very fast. Optimum's team is extremely skilled and the lead consultant's contribution and dedication to the project was outstanding. **"**
>
> **Mikkel Lysgaard** Manufacturing AX Project Manager
> **PANDORA**

> **"** I would recommend Optimum to any organisation rolling out a new system. What you get from them will be three things: a professional approach, great customer-service and an amazing can-do attitude, and that is what will get you over the line. **"**
>
> **Caroline Gray** Communications & Training Manager
> **NATIONAL TRUST**

Hello...

Are you upgrading or implementing a new business system?

Any system, however complex or powerful, is simply a tool. It's the way in which it's used that brings the benefits—and that relies heavily on effective role-based staff training.

The best way to gain user buy-in and achieve full-user adoption, is to provide a programme of training which is developed on your customised system build. Delivered at the right time and in a way which is easily understood, this should be supported by clear training materials.

If you make your training too system-centric, too broad or too technical, you will have lost a key opportunity to gain early user buy-in from your staff.

Designing, developing and delivering bespoke end-user training which incorporates the business processes is a specialist skill – a skill which Optimum possess.

By outsourcing the end-user training your project team can then concentrate on the core project.

Protect your investment in your business system... Don't forget the training!

About Optimum

Optimum has extensive knowledge of different types of business systems, having supported many complex implementations and upgrades across the globe.

We are a UK-based training specialist who has designed a highly cost-effective, flexible, worldwide service. This means we can support global system rollouts across a variety of different industry sectors.

As a system-agnostic training company, we can provide bespoke end-user training programmes for literally any business system, including:

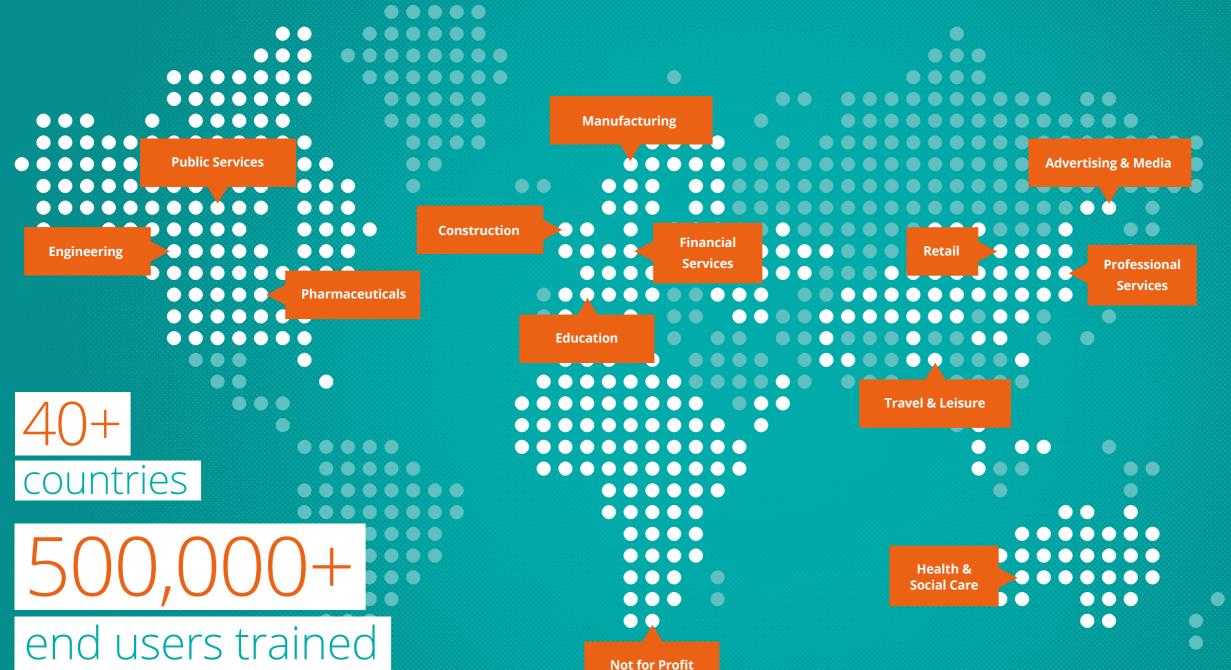|	
ERP Enterprise Resource Planning Systems	**CRM** Customer Relationship Management Systems
Finance Financial Information Management Systems	**HR** HR, Payroll & Workforce Management Systems
Portfolio Asset, Investment, & Wealth Systems	**E-commerce** Online Transaction Systems
Case Health & Legal Case Management Systems	**Bespoke** Custom-Built Business Systems

Our offshore training model.

If you're not based in the UK, we can still help. Optimum has supported complex implementations and upgrades of various different business systems across multiple locations worldwide.

As a UK-based training specialist, we have designed a highly cost-effective, flexible offshore service for our international clients.

Due to our experience of various different business systems, we have the training templates in place from which we can develop a truly bespoke programme in a third of the usual time.

To minimise or even eliminate the need for overseas travel, we communicate by email and WebEx conference calls and adjust our working hours in the UK to deal with any time differences.

We provide a level of support to fit any scenario. Our consultants can deliver simultaneous, multi-site training with post go-live floor walking support. We can also produce detailed 'skill the trainer' guides that enable you to deliver your own training.

Manufacturing

Public Services

Advertising & Media

Engineering

Construction

Financial Services

Retail

Professional Services

Pharmaceuticals

Education

Travel & Leisure

Health & Social Care

Not for Profit

40+
countries

500,000+
end users trained

500+
business systems training projects

How can Optimum help you?

Optimum works in partnership with our clients to develop bespoke end-user training programmes. This ensures full-user adoption is achieved, and that the business benefits envisaged, when the programme began, are realised.

We develop training solutions that reflect the user's perspective, analysing the degree of change and incorporating the business processes and work-flows for each role group.

We offer a range of training services to support the whole lifecycle of the end-user training phase, ensuring your project team can focus on the core project at this crucial stage.

Every business systems project is different and so our approach is unique to you. We can either provide a fully-managed training solution or fill the skills gap in your internal team.

Services include:

- Training needs analysis
- Planning and design of the training programme
- Development of bespoke user reference guides
- Quick cards, eLearning and video tutorials
- Classroom and presentation training deliveries
- eLearning and remote classroom sessions
- Administration of the training programme
- Post go-live floor-walking and BAU training

The following methods are used in your tailor-made training programme:

Classroom Delivery

eLearning

Floor-walking

Quick Cards

Presentations

Reference Guides

Skill the Trainer

Trainer Packs

Why use Optimum?

As business system end-user training specialists, we understand exactly what is required to design, develop, organise and deliver effective training. We know where the pitfalls lie and provide expert guidance and support throughout the process at a crucial time when your resources are likely to be stretched.

Don't forget – training is a competency and should be carried out by skilled end-user trainers, rather than technical or build consultants. Here are just a few reasons to choose Optimum:

- **Large team of permanently employed training consultants:**
  This allows us to react to the fluctuating needs of a project throughout its duration.

- **Extensive knowledge of various systems:**
  Having an in-depth understanding of how systems are used in a range of different industries means we can quickly absorb a new client, their project and their business processes.

- **Solutions available for all customised builds:**
  Our training solutions can cater for a variety of other connected systems.

- **Project support services:**
  Key support services can include a client engagement manager and a lead trainer. Additional offerings include training administration, hosted learning portal, six-month post go-live review and translation services.

Planning to use internal resources for end-user training?

We can help organisations to build internal training capability, ensuring the identified internal super users are equipped and confident to cascade training at go-live and also support business-as-usual. Using a combination of internal super users and a specialist business systems training consultancy, such as Optimum, will provide the best outcome.

Optimum can recommend a suitable solution by combining internal business expertise with our experienced training consultants. Together we can then create a training programme that is relevant to the skill set of your identified super users.

" We couldn't have done this without Optimum; they got us through the whole process and made it work. They reacted smoothly to the mass of changes and fitted in with whatever we needed, moving resource around and doing whatever it took to deliver. "

Terry Gardener Training Manager
McCarthy & Stone

Bespoke training solutions for all industries...

Advertising and Media	Construction	Education
Energy and Utilities	Engineering and Manufacturing	Financial Services
Not for Profit	Pharmaceuticals	Professional Services
Public Services	Retail	Travel and Leisure

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