Training for a UK local government authority

Unit4 Business World (Agresso) ERP

Optimum, the IT training consultancy, trained 750 Stockton-on-Tees Borough Council employees to use a new version of its Unit4 Business World (Agresso) finance system as part of a move to a new shared system with neighbouring Darlington Borough Council.
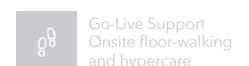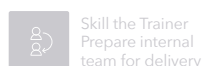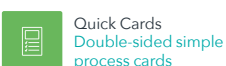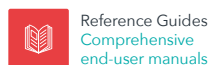
The upgrade training was critical to the success of the shared service and involved introducing wide-ranging new business processes as well as new functionality to Stockton's team. It also encompassed the creation of a complete new eLearning system for Stockton BC.

Optimum also designed and developed role-based, user-focused courses covering activities such as web requisitioning, timesheet entry, debt recovery and sales order processing. Their consultants have also built an interactive eLearning system using Adobe Captivate software to mirror that already used by Darlington BC. In addition, they have recorded WebEx sessions and written a complete set training materials (available online and in hard-copy), ranging from comprehensive user reference guides to quick cards on specific procedures.

Project Scope

– Unit4 Business World (Agresso) ERP system upgrade.

– Shared-service project included over 750 end-users across both Stockton-on-Tees and Darlington Borough Councils.

– End-users were given the opportunity to select their preferred learning style from classroom-based presentations, eLearning via the council's intranet or WebEx sessions with accompanying quick cards.

Methods Used

RapidScope®
Planning & designing your training

Reference Guides
Comprehensive end-user manuals

Trainer Packs
Lesson plans for consistent delivery

Presentations
Demonstrations to large groups

Online Solutions
Various web-based learning options

Quick Cards
Double-sided simple process cards

eLearning
Interactive modules & passive videos

Skill the Trainer
Prepare internal team for delivery

Classroom Delivery
Hands-on training sessions

Go-Live Support
Onsite floor-walking and hypercare

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Steve Vasey System and business development manager

Users are accessing their specific training packages by the most efficient method for those individuals. The training is available as classroom-based presentations, eLearning via the council's intranet, WebEx sessions for new joiners / latecomers to the training programme and by accessing the new system with quick cards for support.

Optimum won the upgrade training project at Stockton BC on the strength of the consultancy's track record with the council over the last six years and also with Darlington BC who appointed the firm to design and deliver its own Agresso system implementation training in 2008.

Steve Vasey, system and business development manager at Xentrall Shared Services, the partnership set up by Stockton and Darlington Councils to deliver the services, said:

"Xentrall is a large scale, pioneering project estimated to save up to £7m in revenue costs in the first ten years. As a key Xentrall project, it's critical that every user of the Agresso system has received clear, targeted training to enable them to do their jobs effectively immediately after the transition."

He went on: "Optimum provides very good value for money. More importantly, using Optimum has freed up resources within our Agresso development team so that we can concentrate on improving the system for users, safe in the knowledge that they are well trained and know how to use it properly."