

Training for a specialist art and design university in the UK

Unit4 Business World (Agresso) ERP



Optimum, the IT training consultancy, has trained more than 320 people at the University for the Creative Arts (UCA) following a major upgrade of the colleges Unit4 Business World (Agresso) finance and procurement system.

The upgrade, which included the introduction of web requisitioning, meant training existing users on the new functionality and processes as well as many more people completely new to the system. As well as designing, developing and delivering a wide range of short courses for web requisitioners and budget holders, Optimum also created a full set of documentation to give users 'back-at-desk' support after their classroom training.

Maureen Potter, the UCA's Agresso system support manager, said: "Although we generally do our own Agresso training in-house, this was a huge roll-out in a very short timescale and we needed an additional, professional resource." She went on: "We liked Optimum's approach that training works best when it's focused on the end user. We worked closely together to make sure the courses were very role specific and gave users exactly the system knowledge they needed to enable them to work effectively after the upgrade."

Project Scope

- Upgrade to Unit4 Business World (formerly Agresso) ERP system.
- Trained more than 320 people across all campuses.
- Original four-week delivery window was extended to six-weeks to allow in-house team to better support the end-users.

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

“The user feedback on the Optimum training was excellent.”

Maureen Potter Agresso system support manager

The University for the Creative Arts, one of Europe’s largest independent colleges specialising in art, design and communication, has five campuses across Kent and Surrey in the UK. Optimum’s original four-week training delivery programme was extended by a further two weeks to ensure all users received the training they needed, while allowing the UCA’s in-house team to continue its support role handling individual queries.

“The user feedback on the Optimum training was excellent,” said Mrs Potter. “Users were very positive about how well organised and well delivered the courses were and how useful they found the handouts, so it made sense to maximise our use of resources and continue with the training programme.”



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