

A woman in a white shirt and dark pants stands at the front of a room, pointing towards a whiteboard. She is presenting to a group of people seated at desks. One person in the foreground is seen from the back, looking towards the presenter. The room contains several desks with laptops and monitors. The entire scene is overlaid with a teal, halftone-style pattern.

Microsoft Dynamics End-User Training

Optimum

“ Optimum’s consultants were always accessible, giving staff the knowledge and confidence to use the system to do their jobs. They’ve also developed our internal trainers’ skills which has enhanced the internal training capability for the business. ”

Debbie Benson Project Training Lead
BROMFORD

“ We had absolutely no reservations about using Optimum’s offshore training model because we’re a global firm that likes to utilise global expertise. Optimum’s biggest asset was that their consultants came in completely ERP and specifically Dynamics literate so we saved a lot of time there. Actually having the knowledge that’s promised was very refreshing. ”

Joseph Calabrese Operations Manager
KODAK ALARIS

Hello...

Are you upgrading or implementing a Microsoft Dynamics ERP or CRM 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 Microsoft Dynamics 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 Microsoft Dynamics system... don't forget the training!

About Optimum

Optimum has extensive knowledge of Microsoft Dynamics 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 roll-outs across a variety of different industry sectors.

As a system-agnostic training company, we can provide bespoke end-user training programmes for the full family of Microsoft Dynamics systems.

Dynamics 365 Sales	Dynamics 365 Commerce
Dynamics 365 Customer Service	Dynamics 365 Project Operations
Dynamics 365 Field Service	Dynamics 365 Marketing
Dynamics 365 HR	Dynamics 365 Business Central
Dynamics 365 Finance	Dynamics AX
Dynamics 365 Supply Chain Mgmt	Dynamics CRM



50+
countries

500,000+
end users trained

Our remote working model.

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

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

Due to our detailed Dynamics system knowledge, we have the training templates and basic documentation in place from which we can develop a truly bespoke programme in a third of the usual time.

To minimize 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 or we can produce detailed 'skill the trainer' guides that enable you to deliver your own training.

250+
Microsoft Dynamics
training projects

How can Optimum help you?

Optimum works in partnership with their clients to develop bespoke end-user training programmes which help to ensure full-user adoption is achieved, allowing businesses to realise the benefits envisaged at the outset.

We develop training solutions that reflect the user's perspective by 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 a crucial stage.

Every Microsoft Dynamics project is different and so our approach is unique to you. We can either provide a fully-managed training solution or fill the skill gaps in your internal team.

Services include:

- 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

Our bespoke training programmes incorporate a variety of different training methods:

Development of Training Materials:



RapidScope®
Planning & designing your training



Reference Guides
Comprehensive end-user manuals



Trainer Packs
Lesson plans for consistent delivery



Quick Cards
User friendly process reference cards



Online Learning
Interactive modules & passive videos

Delivery of Training Sessions:



Skill the Trainer
Prepare internal team for delivery



Virtual Delivery
Various web-based learning options



Classroom Delivery
Hands-on training sessions



Presentation Delivery
Demonstrations to large groups



Go-Live Support
Onsite floor-walking & hypercare

Why use Optimum?

As a Microsoft Dynamics end-user training specialist, 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.

Training is a competency and should be carried out by experienced, skilled end-user trainers, rather than technical or build consultants.

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 Microsoft Dynamics:** Having an in-depth understanding of how Dynamics is used in a range of organisations means we can quickly absorb a new client, their project and their business processes.
- **Solutions available for all verticals/ISVs:** Our training solutions can cater for a variety of different industry-specific ISVs, as well as other Dynamics connected systems.
- **Project support services:** Key support services can include a client engagement manager and a lead trainer. Additional offerings: training administration, hosted learning portal and translation services.

Planning to use internal resources for end-user training?

Using a combination of a specialist Microsoft Dynamics training consultancy and internal super-users is often the best way to train your end-users.

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

We help organisations build internal training capability, ensuring your super-users are equipped and confident to cascade training at go-live and during business as usual.

“ As a project manager I would absolutely recommend Optimum as a training partner. ”

Rob Green Project Manager
Dr. Martens



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