



ERP Systems End-User Training

Optimum

“ 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 ERP Project Manager
PANDORA

“ I would recommend Optimum to any organisation rolling out a new ERP 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 ERP 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 ERP 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 ERP system...
Don’t forget the training!

About Optimum

Optimum has extensive knowledge of various different ERP 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 any ERP system, including:

Microsoft Dynamics 365	SAP, S/4HANA & BusinessOne
Unit4 ERP	Epicor ERP
Oracle Cloud ERP	Oracle JD Edwards
Oracle NetSuite	IFS Cloud ERP
Infor ERP	Advanced ERP
Sage X3 ERP	Workday



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 various ERP systems across multiple locations worldwide.

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

Due to our experience of various different ERP 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.

750+
ERP 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 ERP systems 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 ERP 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 ERP systems:**
Having an in-depth understanding of how ERP 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 ERP 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.

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

Rob Green Project Manager
Dr. Martens



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

Optimum

Optimum Technology Transfer Ltd

UK +44 (0)20 7234 0380

US +1-877-406-6078

www.optimum.co.uk