Unit4 ERP
End-User Training

Optimum
the IT training consultancy

> " Our business users need appropriate training which will, in turn, enable the cultural and behavioural change needed to get the best out of the new ERP solution. I am delighted to be working with Optimum to help deliver these outcomes. "

Christine Reed ERP Gold Solution Project Executive
LGSS

> " 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 Communication & Training Manager
NATIONAL TRUST

Hello...

Are you upgrading or implementing a Unit4 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 Unit4 ERP *(formerly known as Unit4 Agresso and Unit4 Business World)* 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 Unit4 ERP end-user training which incorporates the business processes is a specialist skill – a skill which Optimum possess.

Outsourcing the end-user training will then allow your project team to concentrate on the core project.

Protect your investment in your Unit4 ERP system... Don't forget the training!

Who are Optimum?

Optimum has extensive knowledge of Unit4 ERP, having supported over 400 complex implementations and upgrades across the globe.

As a UK-based training specialist, we have designed a highly cost-effective, flexible, worldwide service. This means we can support roll-outs across a variety of different industry sectors.

We have vast experience working with this system, and have developed training solutions across the whole suite of Unit4 ERP workstreams, including:

- Financial Management

- Human Resources & Payroll
  (including non-Unit4 integrated plug-ins)

- Planning, Budgeting and Forecasting

- Procurement Management

- Project Management

- Field Service Management

- Estate and Asset Management

- Research Management

- Reporting and Analytics

If you're not based in the UK, we can still help. Optimum has supported complex implementations and upgrades of Unit4 ERP 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 detailed Unit4 ERP 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 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 or we can produce detailed 'skill the trainer' guides that enable you to deliver your own training.

Public Services

Advertising & Media

Construction

Education

Travel & Leisure

Health & Social Care

Not for Profit

50+
countries

500,000+
end users trained

400+
Unit4 ERP
training projects

Optimum Unit4 ERP End-User Training

www.optimum.co.uk

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 Unit4 ERP 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 Unit4 ERP training programmes incorporate a variety of different training methods:

Development of Unit4 ERP 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 Unit4 ERP 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 Unit4 ERP 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 Unit4 ERP:**
  Having an in-depth understanding of how Unit4 ERP 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 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 Unit4 ERP training consultancy can often 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.

> " Optimum's professionalism and focus is totally reassuring. They've created training materials and courses using a blend of tried and tested methods to make sure Cheshire councils' employees will be ready to embrace the new system. "
>
> **Nick Brown** Change and Implementation Manager
> **Cheshire Councils**

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Advertising and Media

Construction

Education

Energy and Utilities

Engineering and Manufacturing

Financial Services

Not for Profit

Pharmaceuticals

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Retail

Travel and Leisure