

Case Study

CLIENT: ASHURST

The Organisation

When Ashurst, an international law firm based in London, U.K. made the decision to transition from Microsoft Office 97 to Microsoft Office XP, the organisation's training department knew they would need to implement a comprehensive program to get users up-to-speed on the new system. With 1,500 users, offices in nine countries, and six languages involved in the project, Ashurst recognised the need to incorporate a visually driven, self-service training product in addition to their classroom training, to provide their geographically dispersed employees with a Blended Learning Solution.

Evaluation – OnDemand Software Meets the Criteria

In order to identify the best training solution for their project, Ashurst put together a comprehensive matrix to compare training suppliers and products, and developed an evaluation criteria, which included functionality, cost, and efficiency.

Through web and industry research, Ashurst learned about OnDemand Personal Navigator. At the end of the review process, Ashurst chose to implement OnDemand Personal Navigator for a number of reasons:

- Content development capability
- Quality of output
- Ease of Deployment
- Live, in-Application Help Function

"We recognised the power of OnDemand Personal Navigator's "Try It," and more importantly the "Do It" function, as these features allow users to access immediate assistance without having to enter an eLearning portal or access a simulated program," stated Stephanie Mehanna, Head of Learning and Development at Ashurst.

The Project

Larmer Brown, a certified business partner of OnDemand Software for more than 12 years, met with Ashurst in November of 2002 to identify the appropriate blend of training methods that would provide the flexibility and efficiency to deliver the results Ashurst was looking for. With a "go-live" date in early 2004, Larmer Brown supported the blended approach of web-based e-Learning with OnDemand Personal Navigator and classroom training.

To ensure a smooth transition, Ashurst set up a separate server that mirrored their live environment and installed and tested all the products (Windows, MS Office, and OnDemand Personal Navigator) before going live. Together, Ashurst, OnDemand Software and Larmer Brown were able to utilise this opportunity to troubleshoot and solve any system integration issues prior to implementation.

"What impressed us with OnDemand Personal Navigator was the flexibility and ease-of-use of the technology. Our past methods would have our trainers spending weeks developing course materials, but with OnDemand Personal Navigator, they were able to cut that time significantly, allowing for a quick deployment of the training program to our global users," stated Mehanna.

The Microsoft Migration; Visual, Simple Deployment

Early in 2004, OnDemand Personal Navigator went live with the first phase of the XP rollout. It was launched to users during the classroom training. OnDemand Personal Navigator allowed Ashurst's 10 trainers to record the click-by-click steps for completing tasks in the various applications within Microsoft XP.

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By demonstrating procedures visually and integrating the users with the business process and technology, rather than explaining through words and screen shots, trainers were able to clearly convey the correct steps with little or no written explanation. This visual approach to training proved ideal for Ashursts global users.

Additionally, just prior to the migration project, Ashurst had introduced a new corporate branding strategy and logo. OnDemand's custom template features enabled Ashurst to integrate and project the organisation's newly adopted corporate identity to all employees.

"Because our users accessed the content from their Browser, they were able to obtain support live in their document or file 24 hours per day anywhere in the world" said Mehanna. "This was especially effective because we customised the Office content to reflect our own templates and processes with the exact look and feel of our new branding." added Mehanna.

Ease of Use, Time-Savings Lead to Smooth, Successful Implementation with OnDemand Personal Navigator

Because Ashurst's training staff developed the content internally, it took their job responsibility and functionality to the next level. By using OnDemand Personal Navigator there was a 75% reduction in content development time, in addition to the benefits realised due to the quality and functionality of content created.

"We anticipate that future costs relating to changes or updates will be substantially reduced." Said Mehanna adding "We are also able to send links to users to respond to their "How do I?" questions quickly and efficiently."

"In addition to using OnDemand Personal Navigator for IT content development and deployment, we have begun using it as a container for process and for working practice notes and guidelines, which include sections on 'know-how management.' Additionally, it has proven to be a great tool for our remote users who traditionally have only received hard copy manuals," stated Mehanna.

Pleased with the results, Ashurst are now extending their use of OnDemand Software to other third party products.

About Larmer Brown

Larmer Brown's primary business objective is to help organisations realise the desired business benefit from their software applications, through successful User Adoption Programmes. Using OnDemand Personal Navigator, we have been providing business transformation, documentation and training services since 1994. Larmer Brown is an OnDemand Software Certified Reseller and their only services partner in EMEA. We are also an Oracle Certified Partner and the only User Productivity Kit preferred services partner.

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