

Managed Content Development

DATASHEET

When it comes to choosing a development partner to support the use of Content Development Tools on a major application implementation, there is no substitute for experience. Larmer Brown has supported more enterprise implementations in the UK than any other organisation and each client is a reference. We utilise several Content Development Tools including Oracle's User Productivity Kit (UPK), STT Trainer 5, Atlantic Link and Camtasia.

Our development projects often incorporate both system and non-system Content, spanning all business streams including Finance, P2P, HR/Payroll, SCM, CRM, Retail, Talent Management, BI and Reporting. Our Developers have worked with most applications, including those now owned by Oracle, SAP, CA and Microsoft. Bespoke applications include those developed in 'fat' and 'thin' client environments, as well as various dumb terminal infrastructures developed in popular programming platforms.

Larmer Brown's extensive project experience has evolved into a portfolio of customisable tools and methodologies that bring significant additional value to our clients. Although the tools we use are powerful in terms of Content Development they are not an 'out-of-the-box' solution. Content Development Projects usually involve the development and sign-off of hundreds of processes and proven methods are essential if the Development Team is to work effectively and achieve targets, in terms of both time and budget.

Objectives for a Project include the following:

- Utilise tried and tested methods to manage the development and review process
- Accelerate development by resourcing certified, experienced Developers
- Ensure Content is consistent and of high quality
- Ensure minimum redevelopment or re-recording due to unforeseen application changes, lack of planning, technical issues or deviation from standards

Project Preparation

Larmer Brown offers services to support all aspects of Content Development planning:

- Our **Scope and Readiness Review** results in a comprehensive Report detailing a summary of each element of the client's Project, including status in terms of installation/environment, processes, readiness, risk and pre-requisites.
- The **Planning and Awareness Workshop** is an internal Change and Communication deliverable that is customised for each Project. The objective is to ensure that the Project appreciates the commitment required and the benefits to be realised.
- Our **Technical Services** incorporate Installation, Configuration, Testing and System Administrator Training. Development Methodology dictates the environments required.
- **Hosting and Support Contracts** are also available.

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Managing Quality

Content Standards and Style Guidelines evolve throughout a facilitated **Standards and Strategy Workshop**. Considerations such as accessibility (disability legislation), user demographics, infrastructure and corporate branding are all incorporated into prototype processes. Once prototypes are approved a Standards Document is produced.

Larmer Brown's **Content Development Methodology** incorporates up to nine phases including Raw Record, SME Review, Content Edit, Role Review, Instructional Review, SME Sign Off, Standards QA, Content Pilot and End User Pre-Publish.

Tracking and Reporting

The Larmer Brown Development Tracker® interrogates the UPK Database and provides real-time Reports. Reports include Developer and Project actual v target progress, issues and bottlenecks. The Larmer Brown Lead Developers use the Tracker as the basis for Weekly Status Reports.

User Training / Training Needs v Roles

Many of Larmer Brown's Developers are professional Instructors. These Instructor/Developers bring crucial instructional design skills to the Team with the added benefit that they can train end users from a position of real understanding and experience.

Should a Training Needs Analysis be required, these Instructor/Developers are well placed and possess extensive experience in the alignment of training needs to job roles and responsibilities.

Course Logistics, Administration and Scheduling

Larmer Brown uses an automated process to schedule and administer training courses for large numbers of end users across multiple locations. We also have experience in the provision of managed training hardware and environments incorporating the configuration and refresh of end user training accounts.

Knowledge Transfer

Larmer Brown is committed to continual knowledge transfer. Ideally our team works closely with the client's own. Our aim is that by the end of the Project, the client's own personnel are able to confidently maintain the content. Our Developer and Lead Developer training courses assist the client's personnel in meeting this objective.

Pricing Options

Larmer Brown undertakes Managed Content Development Projects on either a 'Fixed Price' or 'Time and Materials' basis.

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 a variety of renowned Content Development Tools, we have been providing business transformation, documentation and training services since 1994.

Larmer Brown is an Oracle Gold Partner and a Microsoft Gold Partner. We are also a Reseller and Services Partner for Kaplan, Engage! and CA UK Limited.