

INTEGRAL PROJECT PHOENIX

Training Content, Training Delivery & Learning Management System

CASE STUDY



THE CUSTOMER'S CHALLENGE

This Facilities Management company embarked on a programme of change to deliver new technologies and improved processes across its business, aimed at introducing increased effectiveness and efficiencies and delivering smarter maintenance solutions to its customers.

The main objective of the programme was to replace the existing IT solutions and implement new technologies, which would:

- Transition away from paper-based operations to digital workflows
- Ensure operational stability with the introduction of performance measurement
- Establish common operational processes and ways of working across the business
- Increase efficiencies in managing and delivering work
- Centralise the management of contractual and core data
- Simplify and streamline business processes
- Automate and optimize the scheduling of field engineer visits
- Deliver integrated financial reporting

The programme has delivered a number of new solutions, including Maximo for Asset Management, Cognito SmartWorker as the mobile working application, SUN Finance for financial management, iTrent for HR and FSO for assisted scheduling.

DNASTREAM were appointed to support the programme, specifically in the areas of eLearning training content creation and classroom training delivery across the pilot area of the business for phase 1. In conjunction with this approach, DNASTREAM deployed our Rapid Launch™ Learning Management System to support the training delivery and ongoing systems support.

FACTS & FIGURES

Client:	Integral
Location:	UK
Industry:	Facilities Mgmt
Value of Engagement:	£300k (Phase 1)

Key Features: Training content creation, training planning, training delivery, LMS deployment, mobile working, Maximo, Cognito SmartWorker, FSO.

Summary:

DNASTREAM were appointed due to our proven track record of supporting the delivery of new technology and solutions to a mobile workforce, along with our extensive understanding of work management and scheduling.

WHAT WE DID

DNASTREAM supported the programme by:

- Designing and creating comprehensive eLearning training content to map the new business processes using the Maximo, Cognito SmartWorker and FSO applications
- Planning the training delivery to over 400 employees across seven locations for both Field Service Engineers and office-based staff
- Ensuring the delivery of classroom training met the customer's standards and expectations
- Deploying the DNASTREAM Rapid Launch™ Learning Management System to support the delivery of training and ongoing systems support
- Enriching the use of the Rapid Launch™ Learning Management system to deliver further training materials, assessments and surveys to all 3,500 users across the company
- Assisting in the Post Go Live Support activities, including continual training for existing staff and business as usual induction training for new employees
- Supporting the documentation of business processes to help establish the new ways of working and ensure these were maintained and delivered through the eLearning content
- Providing triage and assessment of ongoing business improvement requirements with feedback into the training content and ongoing training delivery

KEY BENEFITS DELIVERED

- Enablement of all work orders to be managed and scheduled through one system architecture
- Improvements in efficiency, leading to an increase in the number of jobs deployed to Field Service Engineers
- Successful training delivery to all users within a five-week timescale
- Provision of a platform to standardise and future-proof the business

Having spent nearly 2 years watching and working with the DNASTREAM team, I was immensely impressed by the leadership of Jackie (DNASTREAM lead) as she seamlessly navigated and networked her way through many hurdles and still remained calm, engaging and professional. Luke (DNASTREAM consultant) for me was the strong foundation of the team as he stayed focused on the creation of the content, built and maintained strong relationships and never engaged in negative activities. Finally, Chris (DNASTREAM consultant) who, no matter what challenging events occurred the day before, always brought a positive energy to work and quickly won the respect of the JLL and Integral business.

Fraser Murphy, Programme Manager

DNASTREAM Limited
Surrey Technology Centre, 40 Occam Road,
The Surrey Research Park,
Guildford, GU2 7YG

W: www.dnastream.com
E: info@dnastream.com
T: +44 (0) 1483 685540

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