

One Day to Prepare 300 End Users in Three Cities for Go-Live

Abreon conducted an instructional analysis to establish the needs of the audiences, determine the gap between the current and future state and identify education risks.

A leading provider of enterprise computer technology solutions the company provides complex server and storage hardware, software, and services – faced a people-preparation challenge. The company serves a broad base of customers in a wide variety of industries and the public sector, designs and implements tailored solutions to help end users resolve their most complicated information technology (IT) needs.

The Challenge

One of the company's divisions, an international distributor of computer systems and electronic components, had been a recent acquisition. Prior to the acquisition, the acquired company made the strategic decision to implement the Siebel CRM platform throughout the enterprise, and sought a partner to create a customized solution to support the rollout of Siebel to one of its divisions.

Abreon delivered engaging training that encouraged knowledge transfer. This instruction, aligned to employee roles within the organization, enabled personnel to immediately use the new system to perform their jobs.

Our Solution

The company engaged Abreon to develop and deliver engaging, instructor-led training that would ensure a positive transition to the new technology.

Abreon conducted an instructional analysis to establish the needs of the audiences, determine the gap between the current and future state, and identify education risks. This was critical to ensure the relevance of educational offerings, because both experienced and inexperienced end users needed training. Draft outlines of course content and training sessions were developed based on information uncovered during the analysis.

Abreon then developed role-based instructional design for the following customized Siebel modules: Basic Navigation, Account, Contacts, Vendor Contracts, Literature (Business Templates), and Web Links. From this, two distinct courses were developed: one for sales and one for marketing.

Abreon delivered one-day training sessions to 300 end users in Cleveland, Atlanta, and Dallas. Each class featured two hours of core Siebel Navigation training and four hours of role-based sales or marketing instruction. When not actively involved in training, the instructors served as coaches, helping end users work with and enter their own data into the Siebel system.

The Results

This instruction, aligned to employee roles within organization, enabled personnel to immediately use the new system to perform their jobs. By incorporating a project overview, business process information, demonstrations, practice exercises, based on the division's data, testing, and a question-and-answer period into each class, Abreon delivered engaging training that encouraged knowledge transfer.

For more information regarding corporate training, instructional design, or training delivery offered by Abreon, Inc., call us at 1.800.338.5185.



More about Abreon

With over 30 years of experience implementing change for the Fortune 5000, Abreon transforms organizations by empowering their people to embrace the benefits of change. Our people-centric approach employs customized strategies that align, engage and educate people as they navigate change to produce measurable results. With more than 250 credentialed consultants, Abreon has the experience, talent and change agents to move your people forward.



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