Learn iT!

Learn iT! Creates Flexible Outlook & Project 2003 Training for All Skill Levels

"Learn iT! was very easy to work with and they went the extra mile to take care of us. That made all the difference, and makes it worth being partners."– Gail Webster, IT Project Manager, BayGroup International

Situation:

BayGroup International is a performance improvement firm that helps corporate leaders execute strategy quickly, profitably, and with high impact. The company was ramping up in MS Project and transitioning to Microsoft Office 2003. They needed a training partner to provide a flexible training structure with seamless logistics and quality instructors who could be onsite in multiple locations. Getting new users up to speed and comfortable in the new environment was also critical.

BayGroup had previously used Learn iT! for private classes for end users and was pleased with the results, so returning for training on Microsoft Project training initiatives was an easy decision.

Solution:

Learn iT! first recommended consultants to assist key BayGroup employees become proficient with Microsoft Project. They then developed a custom training program appropriate for the rest of the company. To make sure the content fit the students' needs, Learn iT! conducted a conference call with the instructor and Gail Webster, BayGroup IT Project Manager, to determine the right curriculum to fit within the timeframe for the new applications rollout.

"Learn iT! was very accommodating in listening to our needs and then altering the bits and pieces of the class to fit those needs," says Webster.

By providing training targeted to the audience's needs, Learn iT! ensured the new MS Project and Office 2003 implementations would be accepted and people would feel comfortable with the new applications.

Result:

BayGroup did a follow up survey after the MS Office training, with very positive results. Users were thrilled with the classes; stayed focused and learned tools to help them work more effectively, and found the online manuals to be helpful reference tools. All skill levels across the organization were able to benefit from the new Outlook version.

"This is just another example of the excellent support we received from Learn iT!," adds Webster. "Learn iT! was very easy to work with, and they went the extra mile to take care of us. That made all the difference, and makes it worth being partners. We'll definitely be working with them again."

Overview:

Customer: BayGroup International
Location: Larkspur, California
Industry: Performance Improvement
Solution: Microsoft Office & Project training

Learn iT!, Inc.
www.learnit.com

San Francisco | 415.693.0250

Santa Clara | 408.200.0953

"We pledge to be the best at what we do to make you the best at what you do"