

Global Networking Technology Firm Improves Communication Performance with Learn iT!

The United Communications help desk reports 63% fewer calls after the new system's deployment and training.

"Learn iT!'s ability to understand our needs combined with their versatile delivery solutions were key factors to our successful Skype for Business Migration." VP, IT

Business Benefits Realized

- Increased performance via a 60% drop in help desk calls
- Improved operational costs and efficiency through the consolidation of multiple communication systems
- Streamlined communication performance through global, company-wide training on the new system
- Increased levels of employee morale, with employees reporting feeling supported during the system transition
- Time and money saved through the introduction of a single-vendor communication system

Preparing for Global Communications Transition

In a global business environment, it is critical for all workers to collaborate and communicate in a system that minimizes communication barriers. From cultural and linguistic differences to software and hardware compatibility issues, the process of communicating across borders must be as streamlined as possible.

The client viewed a move to a unified platform, **Skype for Business**, as the best method of achieving this goal. The challenge lay in how to deploy this new system company-wide, maximizing utility and competence while minimizing misunderstandings and knowledge gaps.

A Training Partner with a Multilayered Approach

With two decades of experience in training global workforces in cutting-edge technology, Learn iT! offered a fully customized training plan that was tailored to the company's needs and operational structures. Because the client's employees were located in multiple countries, furthermore, Learn iT! provided a multilayered solution that spanned the company's global operations.

Organization

Global Networking Technology Firm

Location

Global Office with 10 Locations

Industry

Networking Hardware and Software

Organization Information

- 10+ locations operating offices for global industry presence
- Over 2,500 employees with 1,500 users to be trained
- Annual revenue: \$2.23 billion (FY13)

Solution

- Global, live, in-person instructor training
- Global, live, online training
- eLearning and custom user guides for all 2,500 employees
- Follow-up support sessions

Global Live Online Training

The first phase of this process featured global, live, online training sessions that were led by Learn iT! instructors in five separate countries. These were supported by fully customized eLearning modules that combined internal presentation templates with content that was written by expert Learn iT! curriculum developers. These eLearning training modules were tailored specifically to accommodate the client's unique internal practices. Once deployed, moreover, Learn iT! provided additional global support sessions both in person and online.

Collaboration for a Customized Solution

Learn iT! partnered with the client's in-house subject matter experts in order to integrate the company's unique communication policies, procedural needs, and internal governance structures into the training solution.

One major challenge was to ensure that the employees would be able to utilize the specific functionalities of **Skype for Business** without needing to contact the help desk center. To address this challenge, Learn iT! built scripts for custom videos that highlighted how to accomplish various tasks within the software in accordance with the company's rules and protocols, videos that the company hosted on their intranet. These videos were also included in monthly newsletters in order to ensure employee awareness and access to the information.

Learn iT! also built custom user guides (step-by-step how-tos, screenshots, and links to the custom videos) based on the company's guidelines. These user guides were accessible from SharePoint sites, monthly newsletters, and other employee resources.

The Result

The result of this project was a high-quality training program that integrated with the deployment of Skype for Business and enabled the company's workforce to take advantage of the new, consolidated communication system almost immediately.