

BearingPoint®

BearingPoint Reduces Employee Training Time with Assima

3,200

Employees
Trained

82%

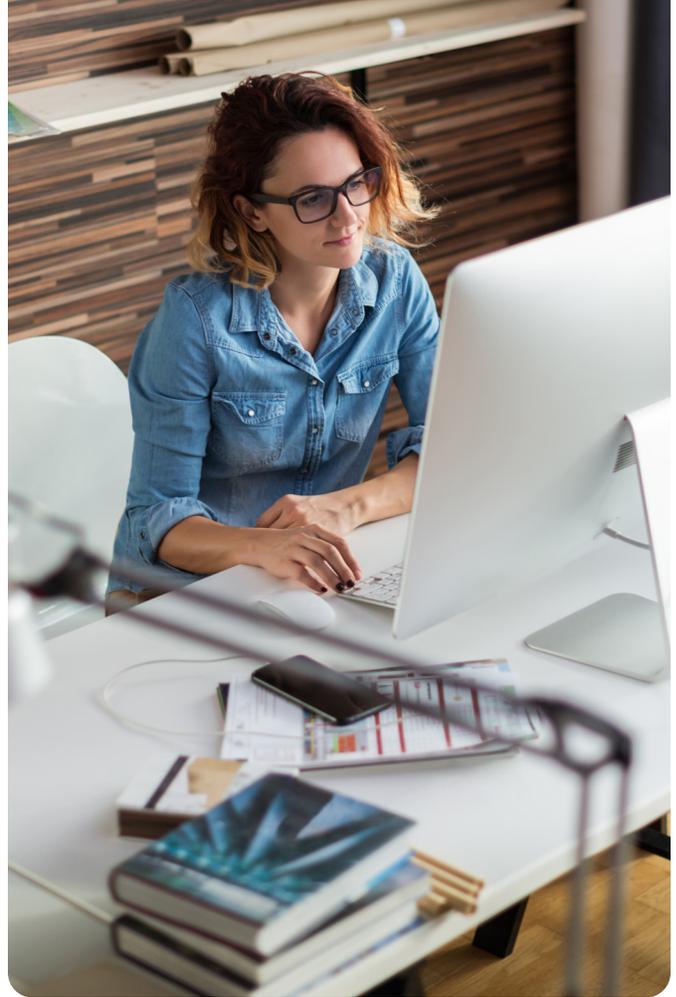
Desk Calls
Reduced

€300k

Saved in
Training Costs

Challenges

Professional services organizations need to bring geographically distributed employees and teams together to streamline project delivery and maximize process efficiency. This was a key challenge for BearingPoint, a leading European management and technology consultancy that takes an intelligent, adaptive approach to solving its clients' unique business challenges. The organization is present in 18 countries across Europe, the Middle East and Africa, and supports clients in emerging markets around the world. To enhance collaboration between remote teams, BearingPoint launched its 'Together' project. This focused on replacing disparate information systems with Microsoft SharePoint, an online workspace for creating virtual teams, sharing work and organizing projects across the organization. To maximize returns on investment in SharePoint, 3,200 employees needed to be trained on the new system in just a few months, starting with 900 consultants in France and Belgium.



Our returns on investment in Assima systems in France alone is €300,000.

Anne Duverne, Knowledge Management Manager

Solutions

To train consultants quickly and efficiently, BearingPoint decided to implement the Assima Training Suite (ATS). This creates clones of an application's interface, allowing organizations to build simulation-based training content that replaces costly, unreliable training clients and static, screenshot-based training. BearingPoint trainers created training 'storyboards' to establish the scope of the training required. A team of three Assima developers then converted these into 12 interactive training modules that last between one and two minutes each by cloning the SharePoint interface and adding instructional text. With clones of the SharePoint application captured automatically, the process of creating

training modules was fast and simple. As a result, the small project team was able to build the training storyboards, generate the 12 training modules and add the required instructional text in just four weeks. The Assima training modules were then published to the BearingPoint intranet, where they were made available for employees 24 hours a day. Employees were asked to complete the Assima modules online and familiarize themselves with the SharePoint system. Employees were then invited to attend a short classroom session, where trainers explained the benefits of SharePoint to drive uptake among employees.

Assima modules are clones of the actual SharePoint system, so there is no discrepancy between the training module and the actual system where people work every day.

Anne Duverne, Knowledge Management Manager

Benefits

BearingPoint used Assima to train 900 French consultants in just two months, and an additional 2,300 consultants across Europe in the following months. By reducing the time needed to train each employee from two-and-a-half hours to just 20 minutes with the 12 Assima modules, BearingPoint has achieved significant time and cost savings. Anne Duverne, Knowledge Management Manager at BearingPoint France and Belgium, says: “Our returns on investment in Assima systems in France alone is €300,000.”

Helpdesk Calls Reduced by 85%, Saving an Additional €200,000

Instead of calling the helpdesk with questions about how to use SharePoint, BearingPoint consultants now refer back to the online Assima training modules. This has led to an 85% reduction in helpdesk calls, and ROI of €200,000. “The help desk and the functional service desk we have in France has been reduced a lot,” says Duverne. “The ROI we have achieved is between 100 and 200 working days.”

3,200 Consultants Trained in a Few Months

By reducing the time needed to train employees, the Assima solution has helped BearingPoint train all of its 3,200 European consultants in just a few months. In addition, the organization reduced training workloads with Assima, which helped them create training modules faster. “We create a lesson, launch SharePoint, and start capturing. The process runs normally and is captured in the application. The result is instant,” says Duverne. “Only instructional text needs to be added to complete the module.”

Increased User Confidence

The Assima training modules are an exact replica of the SharePoint interface, helping consultants gain confidence quickly on the new system. “Assima modules are clones of the actual SharePoint system, so there is no discrepancy between the training module and the actual system where people work every day,” says Duverne.

Up to Date Training, with Reduced Maintenance Workloads

With many training solutions, changes to the live application mean starting again from scratch and capturing a new set of screenshots. With Assima, however, changes can be captured from the application interface at an object level just once, and applied to all other screens in a training module. “When there is a change to SharePoint, a couple of days are enough to change, remove and add information to each Assima module,” says Duverne.

Training costs reduced by €300,000 compared to traditional, classroom methods by reducing the time needed to train each employee from two-and-a-half hours to just 20 minutes.



We make your employees better, faster.

assima.net