

**CANAL+**

# Canal+ Improves Training with Assima

**+3,000**

Trained Employees

**100%**

Properly Trained  
Employees

**30%**

Faster Onboarding



# Challenges

Canal+, a wholly owned subsidiary of the world leader in communications, Vivendi, is the number one provider for subscription television in France. To date, 10.6 million customers have subscribed to its services. Canal+ has positioned itself as a pioneer television service provider and is also a key figure in the film production and distribution industry (Studio Canal). Canal+ has an international presence, with Canal Overseas distributing Canal+ and CanalSat services in France's overseas departments and collectivities and in sub-Saharan Africa. Canal Overseas also manages the Polish satellite television provider Cyfra+, as well as developing the Canal+ group in other regions. The 2008 takeover of Occade (a sporting events management company) to create Canal+ Events, has led to world recognition and distribution of products. Canal+ had close to 3700 employees at the end of 2006.



*The teaching method is very consistent. The users have mastered the application well, and we have noticed a real reduction in the time it takes for users to be trained and feel comfortable using the tool.*

**Laurent Lanoe**, Canal+ Project Manager

# Solutions

Before switching to Assima's solutions, training delivery was entirely classroom based and PowerPoint generated. Besides the huge costs associated with this method in terms of paper and staff work days, it became apparent that users were not being trained optimally. The challenge was to have access to all subscriber records through the use of Siebel 7.8 ERP, to which the Client Relations Center was connected.

The existing ERP CGA system was over 10 years old and needed to evolve into a much faster and efficient tool. The new system change needed to take into account the need to manage exchanges with the subscribers. "A simulated context which enables users to feel involved in the evolution of our applications." Said Kim Neyret, Siebel Project Change Manager.

*The Group's training department wanted the project to be as efficient as possible. This implied the need for an eLearning solution that could be implemented within the project deadline and updated easily.*

Laurent Lanoe, Canal+ Project Manager

## Benefits

The main objective was to Replace its old ERP CGA (Siebel 7.8) with the aim of having a quick and efficient solution to manage all of their subscribers' details. Assima Cloning Technology was the answer to deploy the new optimal level of training that will eventually replace ARP CGA. The delivery of the new training would not be done in classrooms like it has been done previously but instead using its powerful cloning technology to target individual employees.

### New Training Modules

The development of the seven training modules was done jointly by the Canal+ training department and BearingPoint. The end users went from classroombased training to an interactive eLearning solution. The benefits of this method were a pleasant look and feel, a user-friendly tool, and easily accessible information.

### 100% of Users Properly Trained

"The change over to the new system was very well accepted by the end users, who found the Assima solution flexible and reliable," explained Laurent Lanoe. "We can confirm that 100% of Siebel 7.8 users have been optimally trained using ATS. There is no doubt that the solution's main strengths are the tool's flexibility, interactivity, and the support received from Assima consultants."

### High Quality Training and Standardised Information

Canal+ and BearingPoint finished the Siebel 7.8 rollout in 2009 to permanently replace the ERP CGA. The goal is a complete and efficient training system that guarantees an optimal level of training for all users; internal users, as well as external contracted users (South African call center). High quality training and standardised information is available to all employees, regardless of their location.

### Time Saving

The Assima Training Suite helped Canal+ save previous time. The look and feel and user-friendly aspect of the seven modules have enabled users to be instantly at ease with their new tool and competent in their daily tasks.

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We make your employees better, faster.

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