assima

Sodexo Trains Thousands of Staff Across the World

sodexo

3,000
End Users

80%
Optimal Training

30%
Faster Onboarding

Challenges

If you recently enjoyed a good meal in a staff restaurant or cafeteria, a hospital or a school, chances are it's thanks to Sodexo (ex-Sodexho Alliance). The company was created in 1966 in Marseille and is now present in 80 countries. There are also 1 million Sodexo "Restaurant Voucher" users and service cardholders in France per year. Last but not least, it is the Facilities Management leader, handling people services (catering, vending machines, etc.), support services (reception, mailroom, cleaning, etc.) and multi-technical maintenance for their clients. The company's ambition is to become the worldwide expert in services that improve the quality of life, and this is also the link between so many different jobs spread out over so many locations. All of this generates quite a bit of complexity when you wish to roll out a new application to such a wide variety of users!

> *To train our users efficiently on Click'n Buy, we were looking for a solution able to make a maximum amount of users self-sufficient in a minimum amount of time.*

Nataly Coleou, End-users Services Director

Solutions

When the project started, Sodexo had made the following assessment: Unit managers, who are the main users, are very spread out geographically. Information systems are carrying more and more of the key company processes, and play a strong strategic role in the company's performance. The stakes are high when you roll out a new tool.

For IS & T the stakes are double: Succeed in a massive roll-out of the software, training a large amount of end-users very quickly and ensure the efficient usage of this software once rolled out. For France alone, the applications needed to

be rolled out very rapidly to 2,500 employees. Sodexo was therefore looking for a tool that was less complex to manage than a training database, cheaper, and that reduced the amount of calls to the helpdesk! Depending on the breadth of the application to be rolled out, IS & T would either need to use this tool for in-class or for e-learning courses. Because of the amount of staff movements you can have with such a large user base, it must be reusable at all times. Lastly, it must help end-users increase their knowledge once they have returned to their location.

> *Another valuable advantage is that most often only the essential parts of the main processes are covered during the course.*

Nataly Coleou, End-users Services Director

Benefits

Sodexo creates their training courses internally, with about twenty to thirty units per application. They have used ATS as an in-class tool for Click'n Buy or Click'n Team, and as an e-learning tool, for e-Invoicing and for e-End-of-Month for example. Job stakeholders and instructors are brought in to build the teaching canvas for each project. The solution has been generalized: all training now systematically uses ATS units. Sodexo feels that end-users become self-sufficient very quickly.

Assima Cloning Suite

ACS (Assima Cloning Suite) mirrors the reality of applications. It helps to structure the course and puts the instructor and the end-users into real-life situations via the creation of clones. Sodexo captures the exact applications they are creating training courses for and immerses the end-user into a virtual environment that reflects all of its functionalities. The user then has both a copy of his application and a learning tool.

Rollout Speed

Click'n Buy is one of the applications Sodexo needed to roll out to manage the procurement of its locations. The roll-out speed was a critical factor, and up until then had been an important constraint for Sodexo. "To train our users efficiently on Click'n Buy, we were looking for a solution able to make a maximum amount of users self-sufficient in a minimum amount of time."

ACS Online Guide

"Another valuable advantage is that most often only the essential parts of the main processes are covered during the course." When the end-user returns to their regular work environment, they have the ability to utilize the ATS online guide when they need further assistance

Communication Strategy

The duplication of the production environment, the flow of all the job processes and the job guide were the three principals at the heart of the roll-out using the ATS Solution as the training and communication strategy

ACS (Assima Cloning Suite) mirrors the reality of applications. It helps to structure the course and puts the instructor and the end-users into real-life situations via the creation of clones.