



## Case Study

### TEKsystems' Business Analysis training aided a company coping with organizational change

**Client:**

Large American healthcare services company

**Industry:**

Pharmaceuticals/Biotechnology Manufacturing

**Service Offering:**

**Global Services**

Education Services

- Instructor-led Training



**The Situation:** One of the oldest and largest American healthcare services companies recently reorganized its company structure. As employees took on new roles, the client wanted to assist its employees with the transition. It created a Change Management/Leadership Team to identify knowledge gaps and provide training. This team identified a need for business analysis training.

**The Challenge:** The team considered developing and delivering the training internally, but an aggressive schedule and limited team bandwidth would have prevented them from meeting their goals. The client needed to deliver the training quickly to assist its new business analysts and therefore looked for a vendor that could support their needs immediately.

**The Response:** TEKsystems®' two-day off-the-shelf Business Analysis Fundamentals course perfectly matched the client's training request. The course materials covered communication techniques, effectively gathering and documenting requirements, leadership skills, and conflict management—all critical tools the employees would need to succeed as their roles evolved.

TEKsystems' instructors also played a critical role in the success of each course. With over twenty years of global business analysis and project management experience, TEKsystems' instructors helped students understand how the information would apply to the situations they faced in their jobs.

TEKsystems scheduled the classes at the client's sites in California and Texas to eliminate student travel. Over a three-month period, TEKsystems delivered the class five times to approximately seventy-five business analysts.

**The Result:** TEKsystems successfully helped the client prepare its employees for their new roles as Business Analysts. At the end of each class, TEKsystems asked students to rate the effectiveness of the course; TEKsystems received an overall rating of 4.78 out of 5 after all training was complete.

The client's leadership and students alike were also impressed with the relevant experience of the instructors, who received an average customer satisfaction rate of 4.95 out of 5.