



## Case Study

A large logistics and supply chain management company upgrade of messaging system prompted selection of state-of-the-art technology training provider with national reach

**Client:**

A Large Logistics and Supply Chain Management Company

**Industry:**

Transportation

**Service Offering:****Component Services**

- Education Services
- Instructor-Led Training



**The Situation:** A large logistics and supply chain management company was upgrading its Lotus® cc: Mail® messaging system to Lotus Notes® to coincide with an upgrade of its desktop systems across 40 offices nationwide.

**The Challenge:** The company identified the need for both technical training and end user training in preparation for the upgrade of the messaging system. To coincide with the upgrade of the desktop systems, all training needed to occur within a two-month time frame. Seventy-five percent of the students selected for training were part of the customer's IT staff, while 25 percent of those selected were non-technical end users of the messaging system. The company sought a technology training provider with national reach that could deliver high quality training with minimal travel costs.

**The Response:** TEKsystems®, a premier provider of technology staffing and services, met with the company's IT leadership to discuss and map out its unique training needs. The company was given several options that were each designed to minimize travel costs. Because students were geographically dispersed, the company chose to conduct training at four of TEKsystems' learning labs. Each of the state-of-the-art learning labs has the latest equipment and is staffed with top instructors with strong technical expertise. The course syllabus was tailored to address the company's specialized needs and mirror the technical environment within the client's IT shop. The two-day course included instruction for Lotus Notes in application training, desktop training, server administration, and basic navigation of Lotus Notes, e-mail, database, calendar, and contacts. To ensure consistent, high quality instruction, training processes and procedures were based on best practices, as defined by the American Society for Training and Development (ASTD), and utilized TEKsystems' proprietary project management methodology.

**The Result:** TEKsystems provided a technical training solution that fit the client's budget at multiple locations with unique technical needs. The training was completed within timeline requirements and prior to the rollout of the upgraded desktop systems. After completing training, the students were ready to begin using the new messaging system immediately, helping the client to quickly benefit from Lotus Notes.

**The Technology:** TEKsystems' state-of-the-art learning labs, Element K™ training manuals, American Society for Training and Development (ASTD) best practices, and TEKsystems' proprietary project management methodology.