



Case Study

A world wide leader in traditional lines of insurance and financial services sought the development of a comprehensive training course for project managers located in multiple office locations

Client:
A Leading Insurance Company

Industry:
Financial Services

Service Offering:
Component Services
- Education Services
- Instructor-Led Training



The Situation: A world wide leader in traditional lines of insurance and financial services, this Fortune 500 company maintains operations in more than 130 countries and jurisdictions. The client was looking to build a comprehensive and consistent project management course to train its current project managers across multiple locations and IT groups.

The Challenge: Due to the geographic diversity of the account, consistency in class design and presentation across the client's multiple locations were essential. Additionally, the client requested that the students be able to gain Project Management Institute® (PMI) Professional Development Unit (PDU) credits by attending the course to support the educational development of those who have attained their PMP certification.

The Response: The client selected TEKsystems® Education Services due to TEKsystems solid curriculum and geographic capabilities. TEKsystems customized and delivered a three-day course titled "Project Management and Control." This course, designed for project managers and senior technical staff members, provided in-depth tools and methodologies necessary for successful software development and project management.

Participants were able to apply techniques and use tools on their own projects during class. As a result, they achieved immediate improvements in project planning, organization, monitoring and control, progress reporting, and change control. The course was streamlined to allow for technology transfer within the classroom. This creative solution has saved the client time by alleviating the need to transfer the technology learned in class back to the work desk.

The Result: As a premier provider of technology staffing and services, TEKsystems received overwhelming positive feedback from the client and has been asked to repeat this course over 15 times following the



creation and delivery of the original three-day project management course work in 1999. Since that time, TEKsystems has been retained as the client's sole provider for these training services, and TEKsystems has continued to consistently deliver and customize the course to reflect the client's changing needs.

As a result of this success, another division of the client's company has recently requested TEKsystems' standard five-day class titled "Best Practices in IT Project Management Workshop." This class uses a different project management curriculum than the above-mentioned class which allows the students to receive 32.5 PMI PDU credits for attending the class.