



Committed to delivering consistently high levels of customer service and working towards its goal to become a UK top ten employer, Alfred McAlpine Business Services was keen to provide its employees with positive support to ensure that customer service achieved consistently high levels.

With sales of nearly £1bn, Alfred McAlpine Business Services (AMBS) is a leading company in the facilities and utility sector, with over 8,500 employees nationwide. Current contracts include clients from the Financial, Technology, Education, Health and Utilities sectors.

AMBS operates a positive employee culture where it is committed to delivering consistently high levels of customer service and is working towards its goal to become a UK top ten employer. In a focussed effort to meet this goal, AMBS plans to provide its employees with positive and committed support to ensure that customer service achieves consistently high levels.

The Project

As part of AMBS' continual improvement in procedures, the need for a new business process management system was identified and Oracle eBusiness Financials and Project was purchased in February 2006.

By July 2006, system configuration was well under way, but with a Go-Live date of October 2006, Isobel Robertson, Alfred McAlpine Business Services Business Applications Training Manager, faced a significant challenge if process based training material development and delivery deadlines were to be met before Go-Live.

Around 300 core personnel needed to be trained before the Go-Live date. With a training team of only three and staff spread around over 240 UK sites, Isobel quickly realised she had inadequate resource to deliver the development and training process required for this project.



Technical



Content
Development



Training

The Solution

Having chosen Oracle to fulfil its IT solutions requirement, the next challenge was to secure an experienced partner who could project manage the design, development and delivery of training materials, as well as meet the timelines and budget.

Following the selection process, Larmer Brown was retained and identified UPK as the tool that would meet AMBS' needs, with the added benefit of automatically producing blended learning and performance support materials.

Isobel Robertson commented,

“Larmer Brown were unperturbed by the challenging timeline, and had a firm belief and passion for the product.”

The Result

As the project developed through each phase, Larmer Brown was well equipped to guide AMBS through the full capabilities of the UPK tool.

In addition to the creation of role-based process driven training materials, AMBS was able to utilise the User Acceptance Testing (UAT) Scripts as a way of verifying the training materials, overcoming the need to a separate Pilot Training Programme.

The HR Director of AMBS added,

“As changes to business processes were identified, the team were able to record information in UPK which automatically produced a revised set of Process, Testing and Training documents.”

From the initial scoping of the project to the final handover, Larmer Brown worked continually with Robertson and her team, ensuring that they had the knowledge, skills and documentation to maintain and support the training content after the Larmer Brown team left site.

The final handover report confirmed that Larmer Brown delivered both within the timescales and budget.

As Robertson concluded,

“I question whether we would have been able to bring anything as a deliverable to the project on time, had we not gone the route of partnership with Larmer Brown.”

A video interview with Isobel Robertson can be found in the Case Studies section of our website: www.larmerbrown.com

About Larmer Brown

Larmer Brown offers a portfolio of products and services to support clients through each phase of their system implementation or upgrade. Our offerings accelerate each stage of a project, including Change & Communication, process mapping, user acceptance testing, training and support, to ensure that our clients' risks are minimised and the benefits are realised.

Larmer Brown is an Oracle Gold Partner. We are also a Reseller and Services Partner for dominKnow Learning Systems and ENGAGE, and a Service Partner for CA Technologies.