

CA PA Productivity Accelerator Management Service

DATASHEET

KEY SERVICE BENEFITS

- **Our Experts work directly with yours.** Ensuring your CA PA content is ready as soon as the new system, update or upgrade is released.
- **Access to Experienced CA PA Authors.** Our Experienced Authors manage development of your content so you can focus on your system implementation.
- **Supporting each Project Phase.** The different CA PA outputs can be used to support each phase of your project, ensuring collaboration across project teams.

About Larmer Brown

Larmer Brown has provided change management and learning solutions to corporate clients since 1984. We were a CA preferred CA PA Services Partner from 2007 to 2020 and offer a portfolio of services to support clients through each phase of their CA PA project. Our offerings accelerate each project stage, to ensure risks are minimised and benefits realised.

The continuous maintenance of CA PA content to ensure it accurately represents learning requirements, is a vital part of your enablement and adoption journey. Our CA PA Management Service ensures your users receive comprehensive, process led eLearning, documentation and support materials that always reflect your current applications and processes.

As your process driven applications embed across your organisation, it is necessary to continuously enhance functionality, instigate configuration updates and refine processes. Every improvement needs to be reflected in your CA PA content. However, if the development of CA PA content is not comprehensively 'owned' within your business, post Go Live it is unlikely to keep pace as your applications undergo continuous change.

Whilst development and continued maintenance of your learning content is not particularly difficult, unless the CA PA Author has sufficient exposure to the technology, and can commit time to the task, in order to become proficient, it can be time consuming. The CA PA Management Service was introduced to help clients overcome these challenges.

What is the CA PA Management Service?

Our Management Service offers both CA PA OnDemand and OnPremise clients an efficient and risk-free content development service for their learning projects. Providing you with access to our experienced and proficient team of CA PA Authors, we can support your system changes or upgrades to ensure that your CA PA content is always up-to-date and ready in good time to support your ongoing training programmes.

By working directly with System Architects and Configuration Experts, our CA PA Authors ensure that your CA PA content is ready in good time to provide the training, support or competency reports as each update or upgrade is released to your users. This co-ordinated working ensures that your team is not required to duplicate work in an effort to ensure the CA PA Author has the right level of knowledge and understanding.