

Top Global Manufacturer migrates workforce of 3,000 from Lotus to Microsoft Outlook with NetCom Learning's Blended Learning Solution

About the Client

The client is the leading manufacturer of various industrial equipment, technologies, and services. With a broad customer base, this company is well-known for serving diverse industries, including transportation, industrial manufacturing, mining, energy, and food & beverage. With a global presence in 33 countries, including the APAC, the Americas, and EMEA, with 36 global manufacturing facilities, it has a workforce of 8,000 employees and a revenue of \$2.5 billion.

The Requirement

Migrating technology systems from Lotus to Microsoft Outlook, and then training employees on the new system, was challenging for the organization. The requirement was to strategize an effective training solution that provides the necessary skills to 3,000 diverse employees around the globe while, at the same time, considering various factors. The organization also needed its employees to quickly optimize the use of the new technology to advance operational efficiency while providing a competitive advantage and improving overall productivity. The other subsequent challenges faced by the organization included:



Effectively implementing the suggested training plan for 3,000 employees located at diverse locations.



Bridging the gap between training development and delivery timelines.



Selecting the best learning method for an global workforce.



Planning and strategizing extensive MS-Outlook training.



Training delivery with minimal disruption to employee job roles and business operations.



Advancing operational efficiency while providing a competitive advantage and improving overall productivity.

The Solution

NetCom Learning advised the client to select an end-to-end training solution that offered minimum risk and disruption to the company's overall operation. With careful consideration of the strict deadlines to deliver the niche Microsoft Outlook certification training in the requested local languages, NetCom Learning assessed the training needs of the company and strategized a blended solution that included:



On-site private classes held at the required locations and conducted by certified NetCom Learning instructors.



2-hour Microsoft Outlook **instructional learning videos** with translated versions in **local languages**.



Quick Reference Cards for employees, which are easily accessible for tips and guidelines to use various features and functions of the applications.



With NetCom Learning's instructor demonstration on the critical features and techniques, the learners were able to understand and effectively utilize the Outlook capabilities with proficiency.

We deployed highly skilled instructors on-site to provide extended support and to assist the IT supporting team in addressing staff queries. NetCom Learning assisted in the entire video production process, including content creation, organization, and deployment.

Results Achieved



3,000 employees were extensively trained on Microsoft Outlook essentials with a hands-on understanding on the new system.



This training solution assisted perfectly in a **smooth transition** from Lotus to MS Outlook, allowing the client's employees to utilize the utmost capabilities of the new system effectively.



NetCom Learning delivered **76 days** of training in **21 calendar days** across **36 international locations** in multiple local languages.



The **blended learning solution** strategy created a strong association between the client and NetCom Learning.

About Us

We manage learning. We promote the values of lifelong learning. NetCom Learning helps build innovative learning organizations in the workplace by structuring a smarter workforce, supporting learning changes, and driving learning growth. Since 1998, we've been in the business of helping organizations reach optimal performance results and address challenges by managing all aspects of organizational learning. We believe that an organization's ability to learn — and translate that learning into rapid action — is the ultimate competitive advantage.

Contact

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