



Consultancy firm BearingPoint reduces employee training time by replacing static, screenshot-based classroom training with Assima cloning technology to train 3,200 employees across Europe on Microsoft SharePoint

BearingPoint®

THE CHALLENGE

Professional services organisations need to bring geographically distributed employees and teams together to streamline project delivery and maximise process efficiency. This was a key challenge for BearingPoint, a leading European management and technology consultancy that takes an intelligent, adaptive approach to solving its clients' unique business challenges. The organisation is present in 18 countries across Europe, the Middle East and Africa, and supports clients in emerging markets around the world.

To enhance collaboration between remote teams, BearingPoint launched its 'Together' project. This focused on replacing disparate information systems with Microsoft SharePoint, an online workspace for creating virtual teams, sharing work and organising projects across the organisation. To maximise returns on investment in SharePoint, 3,200 employees needed to be trained on the new system in just a few months, starting with 900 consultants in France and Belgium.

The BearingPoint training team evaluated several possible training approaches to support the Together SharePoint

deployment, including static, screenshot- and classroom-based training. However, these would have been too slow and costly, requiring manual preparation of training materials and around two-and-a-half hours of classroom training per employee.

“ The support requirements of the help and functional service desks have been greatly reduced ”

A more automated, interactive solution was needed to train thousands of employees cost effectively, within the challenging project timeframe.

SOLUTION

To train consultants quickly and efficiently, BearingPoint decided to implement the Assima Training Suite (ATS). This creates clones of an application's interface, allowing organisations to build simulation-based training content that replaces costly, unreliable training clients and static, screenshot-based training.

BearingPoint trainers created training 'storyboards' to establish the scope of the training required. A team of three

AT A GLANCE

CHALLENGES

- Train 3,200 users on SharePoint in a few months in Europe
- Minimise training costs and complexity
- Reduce help desk calls and speed adoption

SOLUTION

- Assima Training Suite (ATS)
- Simulation-based training modules
- Online training that takes 20 minutes in total to complete

BENEFITS

- Training delivered to 3,200 consultants on schedule
- Training costs reduced by €300,000 for the first 900 consultants, with time savings of more than two hours per employee
- Help desk calls reduced by 85%, delivering an additional €200,000 in savings
- Improved end-user confidence
- Simple training updates with object-level editing

Assima developers then converted these into 12 interactive training modules that last between one and two minutes each by cloning the SharePoint interface and adding instructional text.

With clones of the SharePoint application captured automatically, the process of creating training modules was fast and simple. As a result, the small project team was able to build the training storyboards, generate the 12 training modules and add the required instructional text in just four weeks. The Assima training modules were then published to the BearingPoint intranet, where they were made available for employees 24 hours a day.

“Assima modules are clones of the actual SharePoint system, so there is no discrepancy between the training module and the actual system where people work every day.”

Employees were asked to complete the Assima modules online and familiarise themselves with the SharePoint system. Employees were then invited to attend a short classroom session, where trainers explained the benefits of SharePoint to drive uptake among employees.

RESULTS & BENEFITS

BearingPoint used Assima to train 900 French consultants in just two months, and an additional 2,300 consultants across Europe in the following months.

Training costs reduced by €300,000 compared to traditional, classroom methods

By reducing the time needed to train each employee from two-and-a-half hours to just 20 minutes with the 12 Assima modules, BearingPoint has achieved significant time and cost savings. Anne Duverne, Knowledge Management Manager at BearingPoint France and Belgium, says: “Our returns on investment in Assima systems in France alone is €300,000.”

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This saving has increased significantly now that all 3,200 BearingPoint consultants have been trained on SharePoint across Europe with Assima.

Helpdesk calls reduced by 85%, saving an additional €200,000

Instead of calling the helpdesk with questions about how to use SharePoint, BearingPoint consultants now refer back to the online Assima training modules. This has led to an 85% reduction in helpdesk calls, and ROI of €200,000. “The help desk and the functional service desk we have in France has been reduced a lot,” says Duverne. “The ROI we have achieved is between 100 and 200 working days.”

3,200 consultants trained in a few months

By reducing the time needed to train employees, the Assima solution has helped BearingPoint train all of its 3,200 European consultants in just a few months. In addition, the organisation

reduced training workloads with Assima, which helped them create training modules faster. “We create a lesson, launch SharePoint, and start capturing. The process runs normally and is captured in the application. The result is instant,” says Duverne. “Only instructional text needs to be added to complete the module.”

Increased user confidence

The Assima training modules are an exact replica of the SharePoint interface, helping consultants gain confidence quickly on the new system. “Assima modules are clones of the actual SharePoint system, so there is no discrepancy between the training module and the actual system where people work every day,” says Duverne.

“[With ATS] the process runs normally and is captured in the application. The result is instant.”

This ensures that employees can work confidently and productively on the system from day one.

Up to date training, with reduced maintenance workloads

With many training solutions, changes to the live application mean starting again from scratch and capturing a new set of screenshots. With Assima, however, changes can be captured from the application interface at an object level just once, and applied to all other screens in a training module. “When there is a change to SharePoint, a couple of days are enough to change, remove and add information to each Assima module,” says Duverne.

