Migrating to Outlook 2010, OWA, OCS and LiveMeeting from Lotus Notes
Customer Case Study

Directions Creates a Customized Solution and Successfully Educates Over 58,000 Global Hospitality Employees!

Company Challenge:
With over 453 companies in their portfolio and thousands of employees located around the globe, they were in need of a cost effective technology solution that would connect their organization and increase productivity without sacrificing reliability, security or flexibility. There was one clear solution and that was to migrate to the Cloud.

Knowing the extreme benefits that Cloud Power could provide, Directions wanted to create a comprehensive training solution that would allow them to realize the maximum benefits of their technology investment.

They knew Directions Training would provide an effective training solution that would result in end user adoption and complete customer satisfaction.

Directions’ Customized Solution:

Prior to developing a customized training solution, Directions Training wanted to conduct a full assessment on the organization’s technical environment, and understand the organization, its people, processes and business goals. It was also extremely important to gain buy-in and approval from top-level executives. Directions accomplished this by demonstrating the benefits of the training.

Proposed Technical Solution:

- Migrate/train 58,000 employees on Microsoft Outlook 2010, OWA, OCS and LiveMeeting to increase productivity and improve communication and collaboration.
  - Train and certify IT staff on Exchange 2010 to save costs and ensure reliability
  - Train administrative staff on Office 2010 to drive productivity amongst co-workers
  - Train content managers on SharePoint to assist with content management and communication
  - Train and certify technical employees on SharePoint 2010

Proposed Training Solution: Directions’ customized training solution was comprised of 7 stages.

- **Technical Readiness Assessment**: This assessment helped determine the types of job roles to gear the training towards, identify a delivery method that would accommodate everyone’s learning style and test each participant’s technical aptitudes.

- **Change Management**: To mitigate fear and have employees embrace and fully adopt this new technology, Directions Training created a customized change management plan which included marketing, education and communication.

- **Pilot Training Sessions**: Prior to training, pilot sessions were conducted and feedback was solicited from each participant to ensure the curriculum met their needs.

- **Training Registration**: To alleviate the burden of registering 58,000 employees, Directions handled all training logistics and created a registration portal to register each student.

- **Customized Solution**: Training was fully customized to ensure end user adoption by a diverse audience. Employees who were trained had very different skill sets, job roles and responsibilities. A combination of instructor-led classroom training, virtual instructor-led training and video-based training was conducted.

- **Training Evaluation**: To ensure quality and knowledge transfer a survey was given to gather feedback after each session.

- **Continuing Support and Education**: To assist with knowledge transfer and retention, Directions custom-developed Quick Reference Cards that aligned with course content. Instructors were also available on an as needed basis and, “Lunch & Learns” were given to reinforce the materials taught.

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