



Premier implements blended learning solution for major Government regulatory body

Key facts

Industry

Government Body

Company size

900+

Business challenge

Create a united culture due to major restructuring exercise

Solution

Training in the advanced use of Microsoft applications

Results

Successfully implemented, to achieve the goals of the organisation which has led to an ongoing client relationship.

Interest areas

- eLearning
- Learning Management System
- Floorwalking Services
- Bespoke Training

Publication date

February 2007



Premier chosen as preferred provider of blended learning solutions

Customer overview

A respected Government regulatory body with over 900 staff based in offices across the UK. An independent watchdog with responsibilities covering a wide range of media disciplines.

Business need

The client identified a requirement to create and maintain a united culture amongst staff whilst they underwent a major restructuring exercise.

Solution

As part of the 'Fast Forward' induction programme for the new united culture, approximately 900 employees would all undertake a half day training session on MS Office and a half day training session on MS Outlook and Windows Messenger. Due to the greatly consolidated training time and high volume of delegates per day, the Premier solution also included eLearning, Learning Management System, Premier Training Administrator Database, onsite Floor walking and Helpdesk Support. Premier created bespoke ILT courseware/Quick Tips as well as bespoke eLearning for Windows Messenger.

Premier provided project management and administration, working closely with our clients nominated personnel. Comprehensive reporting was supplied for all ILT attendees and Floor Walking FAQs. As the project drew to a close, one hour lunch time sessions were provided to overview the top fifteen frequently asked questions.

Services and Products Delivered:

- 4 hour bespoke ILT sessions for overview of MS Desktop Apps
- 4 hour bespoke ILT sessions for overview of MS Outlook & Windows Messenger
- 'How to Master' Learning Management System
- Bespoke eLearning content development
- 200 x 'How to Master' eLearning MS XP related titles
- MS Office Floor walking
- eLearning Floor walking
- Onsite Help Desk Administration
- Onsite Server set-up/support
- Online Training Administrator Database
- Intranet Home Page integration
- Project Management
- Intranet handling page for all learning activities

Results

Since the very successful implementation and delivery of the above project, elements of which are still being delivered today due to client demand, Premier's relationship with this client has gone from strength to strength. We are currently in the process of providing bespoke content development around four different business critical systems within the organisation.

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