



Training and Assessing with Simulations

Large scale migration from Lotus Notes to Outlook

Primary objectives:

- Launch **cost effective** training that met all corporate requirements
- Work with **expert training** and simulation development partners
- Have **ease of implementation**
- Training must be engaging and **easy for employees** to use
- Train **2,500 employees** on Outlook before migration takes place
- Assess employee knowledge after training to **be sure everyone is ready**
- **Standardize** employees' use of Outlook features and functions

Solution

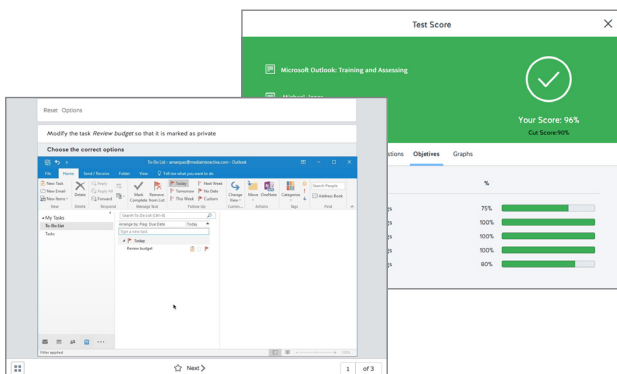
Performance based training included Outlook simulations to have real world knowledge to provide higher levels of user **confidence**.

 Outlook

providing solutions

Outcomes

- Successful creation and training use of simulations localized in Spanish
- All users successfully learned how to use Outlook to:
 - Create and schedule a meeting
 - Book a conference room for a meeting
 - Create and send an email
 - Search for a contact on the address book
 - And more!
- Use of simulations to assess employee knowledge after training
- Easy, fluid migration with no employee issues and high level of employee satisfaction using Outlook as part of their daily routine




Value added

Training platform with simulations remained in place after migration so employees had long term access to the training at their fingertips.



For more information,
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