System Integrator Partner - Delivering Value to the End Customer
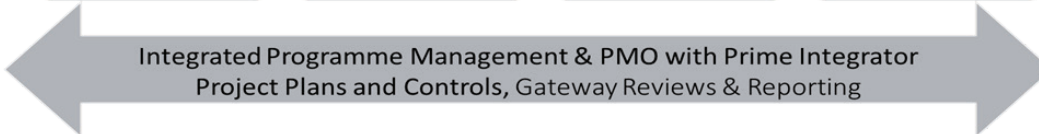
CLIENT CHALLENGE:

Engaging a system integrator to build a solution from standard vendor software and hardware products can meet an organization's business goals faster and with less cost than designing and developing a customized solution. Ensuring that the integrated system meets the needs of their customer is the integrator's primary objective, however equally as important, is training their staff to operate and maintain the system.

Engagement Model

Our engagement model centralizes on training consultancy and live and on-demand learning designed and delivered by practicing consultants who play integral roles in technology business combined with our project management services. Our project team and consultants work with the system design and engineering teams to identify the roles required to operate, administer, maintain the new system and the tasks that each role will need to undertake to ensure the system remains configured and operational. Our consultants analyze the tasks and create role profiles and learning objectives for each task and identify the level each task will need to be performed.

System Design Analysis Integrated System Task Analysis Operator and Maintainer role identification Task Prioritisation	Training Needs Analysis – staff surveys, assessments, interviews Start Standards Learning Paths Training Needs Analysis Reports	ILT & CBT Course design Development & testing of system-based exercises and activities CBT hosting platform **Pilot training sessions**	Attendance planning Service Delivery Learner progress monitoring Evaluation Reports CBT Completion Rates

Integrated Programme Management & PMO with Prime Integrator Project Plans and Controls, Gateway Reviews & Reporting

We are currently engaged on integration projects in the defense sector, if you are bidding for or planning your next customer project, contact us and see how we can strengthen your bids and deliver value to you and your customers.
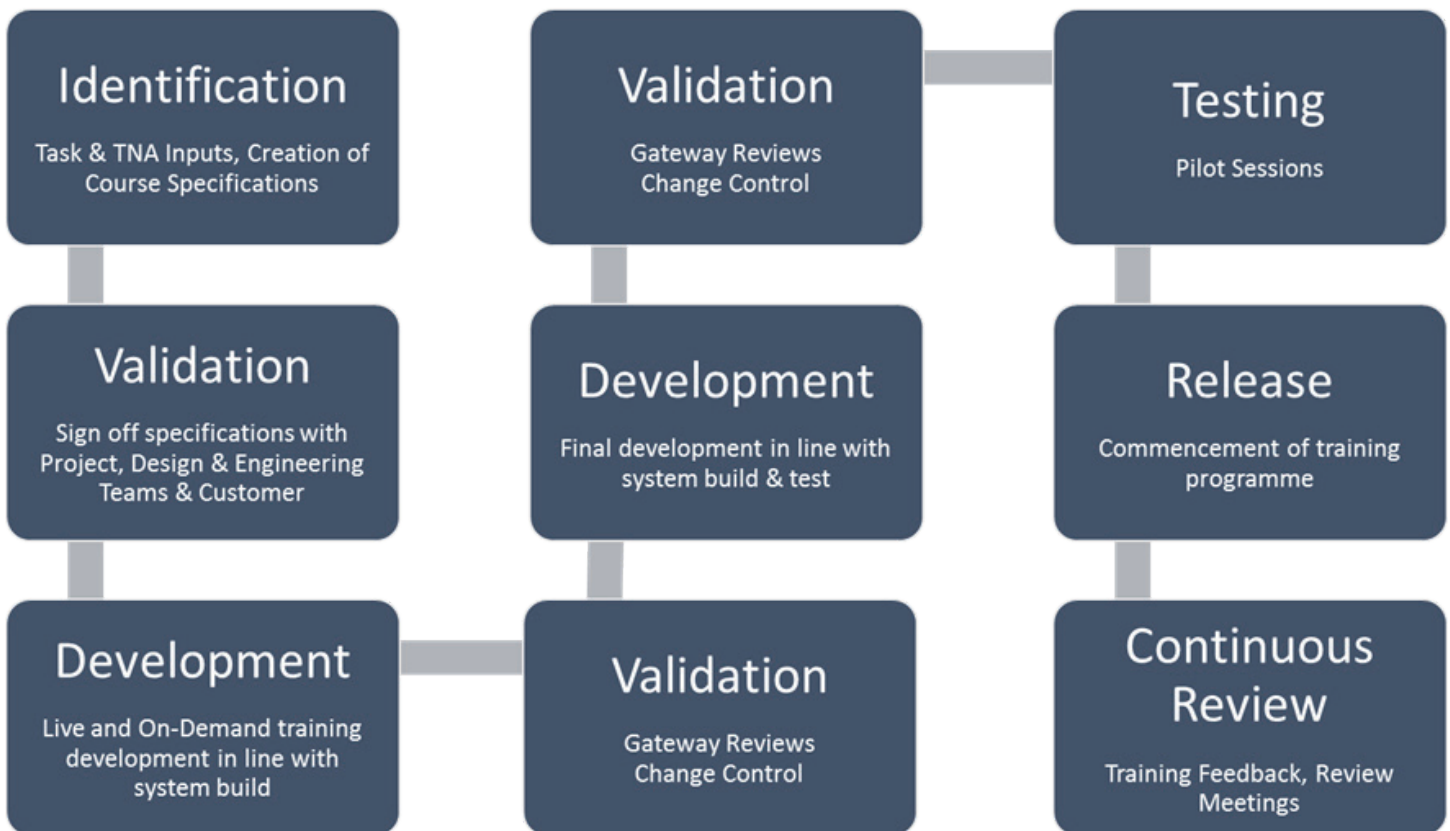
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600+
STAT 1

3.93 ★★★★
Average score of
COURSE INSTRUCTORS

3.79 ★★★★
Average score of
COURSE SCORE

Through engaging Learning Tree to manage and deliver the training elements of the project, the primary system integrator was able to deliver best value to their customer with each partner focusing on their area of expertise while working collaboratively within the project.

Staff upskilling requirements range from service management and level one support functions through to engineering levels depending on the support services purchased form the integrator – but what is undoubtably required for a successful transition or adoption is capturing what roles will be required when the new system is live, what staff current skills sets are and what new skills they will need to perform their roles.

Identification Task & TNA Inputs, Creation of Course Specifications	**Validation** Gateway Reviews Change Control	**Testing** Pilot Sessions
Validation Sign off specifications with Project, Design & Engineering Teams & Customer	**Development** Final development in line with system build & test	**Release** Commencement of training programme
Development Live and On-Demand training development in line with system build	**Validation** Gateway Reviews Change Control	**Continuous Review** Training Feedback, Review Meetings

Measuring current skills against required skills is captured in a training needs assessment. Several tools are available to capture an individual's current skill set-self-assessment surveys, consultant interviews and online skills assessments using our skill assessment platform and a database with over 9,000 questions spanning technology and best practices aligned to both roles and depth of knowledge. A randomizer within our assessment tool selects about 50 questions from the question bank for each role.

By analyzing the data and outcomes of the training needs assessment a modular training program can be designed that addresses the delta and with role aligned learning paths ensuring that the training investment is spent where needed and at the same time future proofing the organization for onboarding new staff into the roles.

Training programs are designed for the best fit for the audience and can take the form of on-demand Computer Based Training (CBT), instructor-led system learning or commercial courses. Our implementation model includes gateway reviews after each activity to ensure the project and outputs remain aligned to the system build, customer expectations and can accommodate changes when they occur.

LEARNING TREE
INTERNATIONAL

Multimodal Delivery Options

On-demand modules can be taken from a computer or tablet offering flexibility as to when and how to learn. All modules are built SCORM compliant so can easily be hosted in a customer's environment or on our learning management system.

Live courses are a blend of instructional and facilitated dialogue and activity. Each course will be designed to provide a significant portion of course content delivered using facilitated hands-on/activity on the integrated system and learners receive a complete e-resource package hosted on their personal account in our learning portal.

Our virtual learning environment that enables learners to participate in a live Learning Tree course from your home or office. Attendees experience the same hands-on, result-oriented classroom training and connect in real time to an interactive, training consultant-led course using our web-based attendance platform. Online attendees see and hear everything that's happens in class and get involved in every aspect of the course alongside their classmates including hands on exercises, discussions, Q&A and more.

BENEFITS OF PARTNERING WITH LEARNING TREE

- Operationally active in four continents.

- Over 500 global real-world technology training consultants with both practical and strategic technology experience.

- Credentials to support integrator customer bids.

- Collaborative design and development capability to ensure alignment with system design, build and testing.

- Fully facilitated training requirements and needs analysis process with a range of skills assessment tools and role profiling capability to ensure alignment between required skills and skills taught.

- Professional project/service delivery team dedicated for the duration of a project.

- Broad range of commercial training content – over 350 courses across 27 curricula allowing for rapid deployment of "off-the-shelf" commercial training.

- Live, virtual and on-demand learning modalities.

- Security cleared consultant for defense contracts.

MEASURE

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HANDS ON PRACTICE
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COMMUNITY
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