

CE ELECTRIC UK



Working through its subsidiaries NEDL and YEDL, CE Electric delivers electricity to residential and commercial customers in the North East of England, including Northumberland, Durham, Yorkshire and northern Lincolnshire. The company maintains the electrical infrastructure excluding the National Grid and invests £220 million per year on this infrastructure.

PROJECT REQUIREMENT AND SCOPE

In 2007 CE Electric implemented a new version of their Oracle Financials system. The staff were very familiar with the older version and it was not considered cost-effective to take the staff through the full product training when ideally what was required was a training programme that would train them to understand what the differences were. STCS was approached to advise on a cost-effective programme that would concentrate on the differences. STCS was responsible for the design of the training programme, the production of the training materials and the delivery of some of the material. In some cases the CE Electric manager responsible for his or her staff delivered the material.

APPROACH

There were some style changes in the new version of Oracle Financials that all of the users needed to understand, and aside from that users in different sections of the company needed to see the new and changed transactions relevant to their work. Although there were about 200 users that needed training over a large geographical area the volume of training for each user was not generally large. It was considered impractical to provide hands-on training and so it was decided that the training would be provided as short pre-recorded modules. Training courses could then be compiled for different groups of users so that only the relevant modules needed to be presented to a particular group. The modules were prepared using the Captivate product and the resulting modules were available on a website for ongoing use as well as on the day of the initial training.

KEY TECHNOLOGIES USED

Adobe Captivate