

End User Training

Consilium Technologies recognise the importance of high quality, comprehensive and graspable end user training. Do it well and training can combat the natural fears users have of change enabling them to see the full potential of the new system. Conversely, inadequate training will result in an uphill battle to get the system accepted.



As part of your implementation you will have been fully trained on all aspects of the system and should have all the skills required to develop a full set of end user training.

However, no-one understands more than Consilium, the pressures on key members of the implementation team at go-live. Very often the immediate requirements of a go-live project take priority over any requirement to train end users. This can result in loss of end user confidence in the whole system and contribute to unnecessary problems including knowledge gaps, rejection of project and an inability to maximise the potential of both the end user and the system.

This is where Consilium's professional Project Services team can provide on-going support to aid a smooth implementation. Working closely with you, the customer, our services consultants can undertake the entire roll-out of all end user training.

Consilium can provide training not just prior to your go live date, but at any time you may require it.

The service itself will provide:

1. A full training needs analysis
2. Specifically written end user training manuals, designed using your configured system, around the training courses you require
3. Delivery of the training programme
4. A written report giving formal feed back on the training sessions

For more information on our End User Training programme or any other services you may require please contact:

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