



Global Knowledge®

Customer Success Story

Learning that Spanned the World for Top 5 Multinational Law Firm

Project Summary

- ▶ Global Law firm operating in more than 40 countries
- ▶ Requirement to replace over 6,000 PCs with tablets
- ▶ Requirement to update operating system from Windows 7
- ▶ Maintain business as usual as much as possible during upgrade
- ▶ Ensure users' ability to take advantage of the new technology through one to one training experience

Client

Operating in more than 40 countries, this global law firm provides multinational, Global 1000, and Fortune 500 enterprises with corporate law, litigation, IP and finance law services. Their reputation as one of the largest and most prestigious law firms in the world, in terms of revenue, legal services and legal practices, is evident in their client base. They also advise governments and public-sector bodies.

Situation: International upgrade of 6,000 tablets without interruption to services

This tech-savvy legal business's IT strategy required the replacement of over 6,000 PC's with Tablets, upgrading from Windows 7 to Windows 10 and Skype for Business. A critical client requirement was disruption to users working days was to

be kept to a minimum to ensure their customer focus and service delivery remained at the highest possible level.

The legal sector has historically been cautious and is a relatively late adopter of technology. However, this organisation, that counts many of the top technology companies as clients, has enthusiastically embraced technology to improve efficiency and adopted agile working practices which align to mirror their clients' behaviours and expectations.

To ensure they meet the needs of the client and the lawyers themselves, who make up an increasingly flexible, mobile workforce, the decision was taken to upgrade to HP tablets. The customer experience client team were looking for a learning partner that could provide a quality one to one service to ensure that the users received the most positive experience possible and were able to take advantage of the benefits of the technology upgrade in the shortest amount of time, with little disruption.

Solution: A dedicated team gets the job done

Global Knowledge, a leading learning specialist with an international footprint that matched the law firm, was selected to create a learning solution. A small dedicated training team was appointed and trained in the specific content and Client context. To ensure that each one to one course was designed for maximum efficiency, the trainers were educated on the needs of each individual user and developed a learning approach specific to the client. Once the bespoke course had been approved, the training commenced with a roll-out spanning 7 months; the team covered over 40 countries and educated more than 6,000 users on a one to one basis. Global Knowledge successfully managed a highly complex logistical programme, continuously monitored feedback and implemented improvements throughout, enabling a consistently high-quality service.

Results: A seamless learning delivery encouraged users to embrace new working practice

The project was a success, and the worldwide users embraced their new working practices, understanding how to use the new technology at their disposal to maximise productivity. All of this took place with minimum impact to their working day. Feedback from individual learners and the Client customer experience team was

positive across the board. The project was well received by the stakeholders. They thought that the trainers were professional and worked well within the organisation. Due to the specific nature of the request, trainers were required to deliver demo sessions to the stakeholders prior to becoming part of the team to ensure they knew what was to be delivered.



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Global Knowledge builds skills that enable success.

Global Knowledge is the worldwide leader in IT and professional training, helping develop the skills individuals and organizations need to succeed in the ever-changing world.

To meet customer needs, Global Knowledge is located in 15 countries, and has the unique flexibility to deliver a broad portfolio of courses in over 100 countries in classrooms, on-line, and through a worldwide partner network.

Established in 1995, Global Knowledge has 1,500 employees worldwide, including award-winning instructors widely considered the best in the industry.

Confirmed as the world's leading training provider, Global Knowledge enables the success of more than 300,000 professionals each year.

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