



A complex programme of learning to support a pharmaceutical giant's transformation to a cloud-based flexible working culture

Project Summary

- ▶ Built enthusiasm for the adoption of O365
- ▶ Supported the company's adoption of flexible 'available anywhere' working practices
- ▶ Designed, Developed and Deployed learning that was specific to this organisation
- ▶ Engaged users consistently across many geographies, different languages, in person and online
- ▶ Minimised disruption to business as usual
- ▶ Embraced eLearning and provided support to users following the upgrade
- ▶ Delivered learning to approx. 100,000 users worldwide
- ▶ The project was rolled out and was completed in a year

Requirement

Our client, a leading global pharmaceutical company, devised a strategy to encourage their global workforce to embrace and adopt flexible working practices. To support this goal, their IT strategy defined Microsoft's collaborative Office 365 suite as the preferred solution. Microsoft's cloud services platform offered familiar products like Word, Excel, PowerPoint and OneDrive (along with other productivity tools and services), and supported their strategy to work more flexibly and embrace an 'available anywhere' culture.

The science-led organisation employs more than 100,000 people across 150 countries, and needed to ensure minimal disruption to business as usual as the transformation took place. Global Knowledge, with experience in multi-faceted learning programmes

across many geographies in multiple languages, was selected as the learning partner.

Solution: Customising the approach and building a buzz

Global Knowledge recognised the need to create excitement around the upcoming change as well as design a learning programme that matched the specific needs of the client. A Discovery Day was held to identify and agree the benefits of O365 for each specific audience group. A critical outcome was positioning the technology as an enabler for the enterprise wide change to a collaborative and flexible working environment. The workshop enabled the team to determine which solution features mattered most and how they could be incorporated into the company's existing working practices. A learning

programme was developed that took the form of a tailored 'buzz session' rolled out across the organisation to demonstrate the new features and build enthusiasm. Global Knowledge worked with the client to develop customised content and ensured the material reflected the organisation's culture and language. A trainer brief was prepared and train the trainer sessions were conducted by Global Knowledge. Global Knowledge's bespoke Adobe Connect virtual classroom solution was deployed, delivering a schedule of live learning to delegates around the world, enabling a consistent approach and a higher quality outcome across all locations.

Global Knowledge's project manager led the project, overseeing the design, development and delivery to achieve the highest quality standards. This was monitored through regular evaluation and reporting to the client project stakeholders. Custom videos, subtitled in 14 languages, bespoke courseware, additional learning for advanced users and a support service for learners, ensured that they received appropriate and timely training.

Results: The most successful education programme to date

The successful roll out led to the international adoption of O365, positive feedback at all levels and an organisation wide cultural shift to "available anywhere" working. According

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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.

to one client Senior Project Manager: "Global Knowledge engaged and supported us when we needed it most. Their advice and guidance around the way to provide learning and the way to engage effectively with our user base allowed us to provide the right educational support to the right departments at the right time. Internally, this education has been hailed the most successful for our business."



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Senior Project Manager



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