

## Large-Scale System Implementations: Get the Training Right!

As global competition intensifies, many companies are investing in new technology to improve customer service, increase productivity, and cut costs. But a large percentage of new system implementations fail to deliver the promised results.

Why? One reason is a lack of practical, targeted training for all the user groups who will be affected by the change. At Innovative Learning Group, we understand the impact that system implementations have on your people. And we have a passion for creating effective training that will help get your people up to speed, fast.

The ILG team has years of experience helping clients with large-scale system implementations. We can help you get the right training to the right people at the right time. And we can do it in the smartest, most cost-effective way.

### **Customized Training and Performance Support**

ILG creates customized learning and performance support that is designed to give you results.

- ▶ **Curriculum architecture:** A map of who needs what training
- ▶ **Custom training development:** Targeted, skill-based learning, in print, classroom, and e-learning formats
- ▶ **Performance support tools:** Print and online assistance—on-the-job and just-in-time

We teach users their redesigned job processes within the context of the new system. The result is an easy transfer of new knowledge and skills to the job.

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### **Implementation Support and Evaluation**

Because of the short time typically allowed for implementation, internal staff is usually under tremendous pressure to meet deadlines. We can help you with deploying e-learning, creating the master training schedule, printing and shipping training materials, coordinating on-site training events, tracking attendance and test results, and even delivering the training. And we can help you measure the impact and effectiveness of your training.

### **Project Management**

Perhaps most importantly, we can help you manage the entire project—including quality, schedule, budget, and communication. We thrive on fast-paced, complex projects—and outstanding project management is one of our core strengths. We are flexible, quick, and responsive to your needs.

**Your new system implementation absolutely must succeed. Make sure you get the training right.**

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