



Systems Implementation Training Solutions

Making End User Training Work

Clients

AT&T

FleetBoston Financial

GTE Service Corporation

Hewlett-Packard Company

IBM Corporation

Johnson & Johnson

John Hancock Financial Services, Inc.

MCI

McKesson Corporation

Monsanto Company

Motorola, Inc.

Oracle Corporation

United Technologies

Meeting the Systems Implementation Challenge

When implementing a new system, the focus is usually on the technology. However, unless organizations also provide their people with the skills and knowledge they need to use the new system, large technology investments can result in low productivity, frequent errors, and poor usability.

Solutions

At Information Mapping®, we help our clients look at the whole picture: people, information, and technology. Training and support tools that help end users understand how to do their jobs using the new system also help organizations achieve their systems implementation goals. Our solutions are designed to

- minimize operational errors
- reduce learning and support time, and
- reach geographically dispersed audiences.

Services

Information Mapping develops innovative learning programs and support aids that improve performance. We use the most appropriate technology and media to meet end user needs within your schedule and budget.



INFORMATION MAPPING

Information Mapping Worldwide Offices:

Australia • Austria • Belgium • Canada • Denmark • Dutch Antilles • Finland • France • Germany • Hong Kong
Indonesia • Ireland • Japan • Latin America • Luxemburg • Malaysia • Mexico • The Netherlands • New Zealand
Norway • Philippines • Portugal • Puerto Rico • Singapore • South Africa • Spain • Sweden • Switzerland
Taiwan • Thailand • United Kingdom • United States

Assessment and Planning

Our consultants can

- analyze your business needs and goals
- identify critical business processes and strategies
- evaluate your existing requirements and resources
- recommend a solution, and
- create an implementation plan.

Solution Design

Our instructional design team can

- review your training needs, user requirements, and performance objectives
- design a high-level curriculum for your training solution based on how end users learn most effectively, and
- develop specifications, standards, and a prototype.

Solution Development

Our development team can apply proven principles and guidelines to develop effective

- classroom training
- computer/Web-based training
- performance support
- job aids/quick reference guides
- online help, and
- self-paced training.

Delivery and Implementation Support

Our team can provide a range of services to help you implement and maintain your training solution, including

- delivery
- train-the-trainer services
- evaluating the effectiveness of training, and
- training you on how to maintain your materials using the Information Mapping® method.



Successful End User Training

A global, multibillion dollar consumer products company had an outdated supply chain management system that did not meet their needs. The company decided to implement a new supply chain system, deployed on two platforms: planning and forecasting, and inventory and finance. A training program was needed that would teach employees how to do their jobs using the new system.

Information Mapping consultants met with subject matter experts to determine roles and responsibilities of the system users. Our consultants developed a comprehensive curriculum for the planning and forecasting group. Information Mapping also developed 22 different user training courses and support tools for the inventory tracking and finance workers.

Over 700 employees were trained on the new system, resulting in

- *an 80% reduction in time to perform specific procedures*
- *significantly increased reusability of information, and*
- *minimal calls to the help desk.*

About Us

Information Mapping, Inc. is a professional services firm with over 30 years' experience helping the world's leading organizations leverage knowledge to improve performance. We help organizations develop effective Web content, custom training and performance support solutions, procedures and documentation, and business communications. Our headquarters are in Waltham, Massachusetts with regional offices across the United States. We are represented in over 30 countries worldwide and offer our solutions in many languages.

Our Unique Content Method

Information Mapping's solutions are rooted in the Information Mapping method, which is a scientific way to analyze, organize, and present electronic and printed content based on modern principles of knowledge and knowledge management. Our first client, the Department of Defense, used our unique method to reduce training time and errors and increased over-all comprehension. We continue to apply the principles of the method and have helped many clients create standardized, high-quality, and structured content to meet their performance challenges.