

SOFTWARE INDUSTRY CASE STUDY

PROBLEM

Client is multinational software and consulting company, listed on Tier 1 of the Tokyo Stock Exchange. In 2009 the company had 3 issues they believed e-learning could help alleviate:

- Demands for training across the USA were increasing beyond the capacity of current staff
- Customers were requesting a more cost effective solution to train a broader audience
- Client was transitioning a large customer base to a new product line

SOLUTION

In a typical courseware creation process, Intellum will receive all raw source material, e.g. Word Documents, PDF's, PPT's, etc., and then use the content as a baseline for creating a script and storyboard. In this case, the client decided to take a more active role in design to reduce investment. So, the client subject matter expert recorded the software simulation screen captures, and Intellum graphic and instructional designers pulled all of the pieces together for a consolidated, four-hour seminar series.

As well, Intellum was willing to educate the client during the process of developing e-Training so that they could in the future develop courses on their own without Intellum involvement.

RESULTS

The end result was a very professional e-Training course. The client's process for implementation is slower than most since they are replacing one software package with another. Customers want to utilize the e-Training as an evaluation tool in the beginning, so the tool can be benchmarked. Once customers accept the solution, the client anticipates a large surge in e-learners.

In addition, the client is in the process of creating their next e-Training course.