

Customer Reference Story

EUROCONTROL



“With LearningGuide we were able to quickly develop specific help content which closely matched our implementation of the Document Management Solution. We are able to cut down on professional training sessions and the feedback we get from users has been very positive so far”.

Improve overall efficiency, speed up knowledge transfer to end-users and increase their self-help capabilities with LearningGuide. These are prime targets of Kristiaan Boschman, Manager of the Online Corporate Communications Helpdesk at EUROCONTROL, the European Organisation for the Safety of Air Navigation with Headquarters located in Brussels, close to the Zaventem airport. “The introduction of a new Corporate Document Management Solution (CDMS), based on the Hummingbird application suite from OpenText had considerable impact on the workplace and therefore we had to pay careful attention to the associated change management process”, Kristiaan says.

Some emerging problems he had to deal with when six months ago the rollout began were:

- Users needed to become familiar with new concepts, such as document profiling, before they could use the new tool.
- The default help files did not offer enough support. To support non-expert users, step-by-step guidance was needed.
- Classical training, although given by professional teachers, proved to be of limited value unless users began to use the tool immediately after the training sessions.

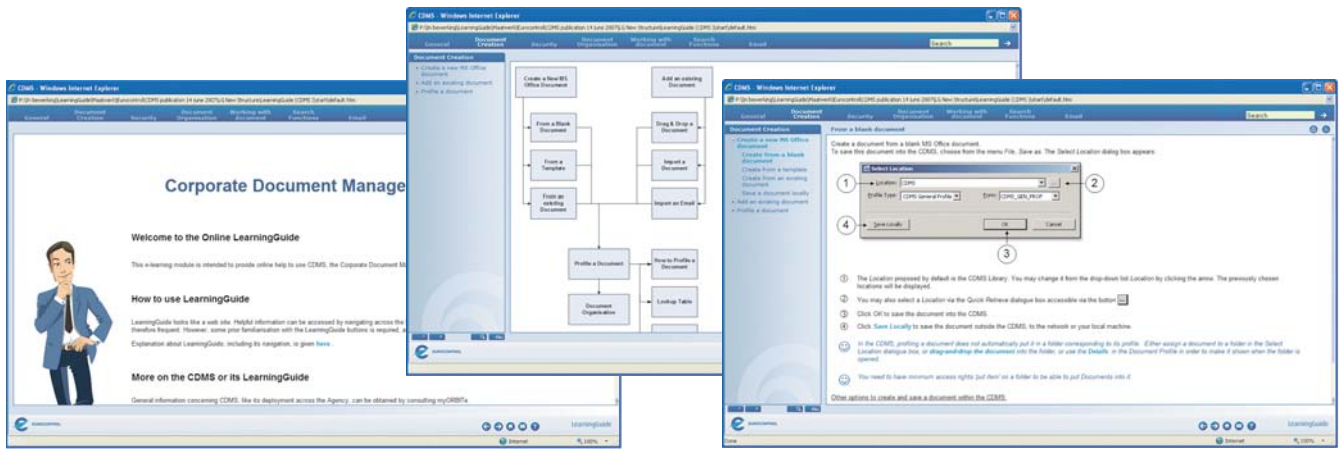
The Online Corporate Communications Helpdesk, in charge of functional user support for the CDMS application, selected LearningGuide as the ultimate solution for these problems. Kristiaan says: “First of all, with LearningGuide we were able to quickly

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develop specific help content which closely matched our particular implementation of the CDMS tool. The methodology embedded in the authoring environment of LearningGuide Manager considerably facilitated the generation of the help files. Secondly, the publishing tool generates a paper rendition of the help files in the form of a manual. This is handy to use, but also easy to maintain, and reduces the effort needed to keep documentation up to date”.

EUROCONTROL, with almost 3000 staff and 38 European Member States develops, coordinates and plans for the implementation of short-, medium- and long-term pan-European air traffic management strategies and their associated action plans in a collective effort involving national authorities, air navigation service providers, civil and military airspace users, airports, industry, professional organisations and European institutions. “LearningGuide publications are now used as training material in the training sessions. The focus of the training sessions has changed. Instead of teaching people how to use the CDMS, we show them how to find the information they need in the LearningGuide themselves. Users are taught through case studies - for example, they learn how to create a new document based on a template”, Kristiaan continues.

“With LearningGuide we are able to cut down on professional training sessions. The

publications now cover over 100 topics, and we continue to add more content. Key challenges have been to organise topics into an intuitive structure and to have the information written in a way that is easily understood, even by non-experts”, he says. LearningGuide publications are easily accessible via EUROCONTROL’s Intranet and improve user support. Users are asked to consult the LearningGuide before contacting the helpdesk when having a problem. When users contact the helpdesk with a problem that is in the LearningGuide, they are forwarded the appropriate pages and are taken step-by-step through the procedure. Kristiaan: “The feedback we get from users has been very positive so far”.

“In the future,” he says, “we intend to make the LearningGuide publications even more attractive by adding video sequences and a speech channel. Making the LearningGuide publications available as online training modules will further decrease the need for traditional training. Online training is available whenever and wherever it suits the users best, and although this form of training may not appeal to all, it is really effective when large numbers have to be trained. The CDMS greatly facilitates the sharing of information within our organisation. With LearningGuide we have just the right tool to help the users familiarise themselves with it - and we can give them really efficient support afterwards”.



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