

## CASE STUDY

### Drivers Jonas



# Training to Assist Major Technology Upgrade at Drivers Jonas

In December 2006, Phoenix Business Solutions was selected by Drivers Jonas to implement the firm's iManage WorkSite content management system and to provide training sessions on the new system to all partners and support staff. Following on from a successful implementation and a well received training programme, Phoenix have been asked to develop a comprehensive set of on-line learning modules (CBT) covering the main features of the firm's system.

Drivers Jonas is a leading commercial property consultancy providing services ranging from investment, development and construction to property management. The company employs more than 750 partners and staff across 8 offices in the UK, Paris, Frankfurt and Madrid.



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Phoenix and Drivers Jonas recognised the important role training would play in the implementation of the new system. Drivers Jonas had attempted to introduce document management practices two years earlier but abandoned the project due to initial set up problems which led to considerable user resistance.

### Why Phoenix?

- The highest-level of expertise in professional IT training
- More than 13 years' experience in UK and international companies
- A team of experienced and highly qualified IT trainers
- Full understanding of the challenges new technology brings
- Training sessions tailored to best meet objectives
- E-learning web based solutions

*"CBT has proven to be an excellent addition to the tools available at Drivers Jonas to support staff in the use of WorkSite 8. The CBT allows us to train new starters professionally to the same high standards of our existing users and provides all staff with access to on-line help and support. This has also had the impact of reducing the demands on my IT Helpdesk."*

**Alan Lattimer, COO,  
Drivers Jonas.**

### Tailor-Made Blended Learning Solutions

The impact of changes in working practices cannot be underestimated and a carefully planned and executed blended learning programme helps to overcome resistance. The implementation of iManage WorkSite's content management system, Phoenix's Email Assist and Photo Assist applications introduced a new way of working for the firm's users in offices throughout the UK and Europe.

The first phase of the training took the form of small classroom sessions delivered by Phoenix trainers. The aim was to train teams together and ensure that there was a clear understanding of the positive benefits of the new system. Simple, practical and relevant tasks were used to reinforce the message. Following the successful delivery of the classroom training to all offices, the issue of on-going training, refreshers and new starter training was addressed.

### E-Learning Meets the Needs

It was proposed that Phoenix develop a set of e-learning modules (CBT) covering the main features of the system. These modules would then be deployed as a complete guide to the system for new members of staff and also as "on demand" help for users.

The completed WorkSite modules were deployed at the end of 2008 via the Drivers Jonas intranet and have proved to be a valuable resource for users and the Help Desk team. It was decided to extend the project to cover the firm's SharpOwl system which Drivers Jonas use for recording time and expenses, billing and recovery and scheduling resources. Phoenix again developed a set of short, interactive e-learning modules specifically tailored to the firm's working practices.

Phoenix also completed an e-learning module for the firm's Tuxedo content management system -used for publishing and editing all on-line content both internal and external- which is due to be deployed mid-2009. Now, Drivers Jonas is looking at dedicated modules to help with the use of templates.

