

A perfect e-learning solution for Siemens Bespoke product for Ford now being rolled out internationally



Introduction

Staff throughout Ford Europe, are being trained in the use of a state-of-the-art Siemens telecommunications system by the use of an innovative online training solution produced by Symbiosis, a long term supplier to Siemens Communications Ltd.

Symbiosis was called in when Siemens was awarded the contract to install their acclaimed HiPath 4000 optiset and optiPoint telephone systems into Ford Europe.

The online training package had to reflect the way in which the phones were configured for Ford, satisfy the specified 95% user satisfaction target and be accessible by 47,000 users throughout Europe.

Features

Accessed via the Ford intranet, the multi-language presenter (English, German, French and Spanish) provides an introduction to the optiPoint range of phones and gives detailed information on the most often used features and functions.

Testing and evaluation in the UK and Germany achieved a user satisfaction rating of 97.5%, with the finished blended solution consisting of two Ford specific online training packages , dedicated FAQs and User Guides (for the other associated products), and the initial support of floorwalkers and a help desk.

Benefits

As the bulk of the total training requirement was delivered online – the need for specialist trainers to visit each site was removed, resulting in substantial cost savings. Additional benefits included :-

Completed application less than 2 Mb in size (1 hr of training material) – optimised for speed of delivery, ease of updating and enhanced user experience

Surprise and delight feature – visual appearance and ease of use of training program far exceed user expectations

All components completed and delivered ahead of schedule – allowing Siemens and Ford to concentrate on the work in-hand

Technology

- Macromedia Flash
- XML
- MySQL
- ASP

