



Case Studies Case Studies

Delivered Services

- ⊕ Project Management for the education initiatives
- ⊕ Development and design of end user education
- ⊕ Project team education
- ⊕ End user education
- ⊕ “Go-live” support

The teksoft Difference

- ⊕ Initiated teksoft’s Quality Assurance Procedures between the project team and the curriculum developers
- ⊕ teksoft training professionals learned the client’s business to ensure credibility and knowledge transfer effectiveness
- ⊕ Versatility of teksoft training professionals to develop curriculum, deliver training and respond quickly to client needs helped to minimize client investment for additional external resources
- ⊕ teksoft training professionals related extremely well to the client’s in-house trainers, enabling the in-house trainers to eventually deliver end user and post implementation training

Results

- ⊕ End user classes delivered in 6 weeks versus the anticipated 12 weeks
- ⊕ Training initiatives stayed on budget
- ⊕ Client realized significant cost reduction due to greater self reliance

About the Client

Global leader in the development and commercializing of technology for the oil refining, petrochemical, and gas processing industries

Annual sales of 1.2 billion dollars

Employs 4,000 associates

Project Statistics

Duration: March 1998 to March 2000

Number of resources: 11 consultants (resources were brought in for short-term engagements as needed)

Tools: Web-based curricula (ToolBook), Microsoft PowerPoint, and RESITE

Number of end users: 1,800