

SUCCESS STORY

Streamlining Training Solutions for a Fortune 500 Environmental Services Company

The Challenge

Implementing Oracle Utilities Cloud Services

A Fortune 500 environmental services company faced a significant task: implementing Oracle Utilities Cloud Services to boost operational efficiency and streamline service delivery. To support this transition, they planned to leverage Assima, an interactive training platform, to develop comprehensive training programs on these Oracle systems. Given that Assima is relatively unknown in the U.S., this presented a unique challenge. The project required developing new courses, rebranding existing ones, and creating Spanish versions, all under stringent deadlines.

The Solution

Streamlining Training

Clarity Consultants was tasked with creating nine courses using Assima, rebranding approximately three hundred courses, and developing Spanish versions of the training materials. To achieve this, two seasoned instructional design experts joined the client's existing instructional designer, leveraging their deep expertise in Assima for seamless implementation and effective learner engagement.

Employing the ADDIE methodology complemented by agile principles, they enabled iterative development and frequent team meetings to maintain alignment and promptly address issues. Collaborating closely with the client's internal team, Clarity crafted a strategic solution that aligned with the client's objectives, effectively conveying the technical intricacies of Oracle systems. The consultants directly created half of the nine required courses, ensuring they met all standards and incorporated team feedback. Their efforts were pivotal in the extensive rebranding effort and in developing Spanish versions of the training materials, ensuring comprehensive employee understanding and accessibility for Spanish-speaking users.

The Result

Enhanced Efficiency and Proficiency

Overall, the collaboration between Clarity Consultants and the client led to a successful and comprehensive transformation of the training program for Oracle Utilities Cloud Services. The transition was smooth and efficient, ensuring that employees not only gained proficiency with the new systems but also had access to training materials in their preferred languages.

The client provided exceptionally positive feedback, highlighting the high quality of the service delivered. This project not only streamlined the training process but also empowered the client's workforce with the necessary skills and knowledge, ultimately supporting the company's broader goal of improving service delivery and operational efficiency.

Breakout Quote from Client

"Your efforts helped us meet some pretty tight deadlines and we truly couldn't have done it without you. Thank you for joining us on this adventure. Hopefully, our paths will cross again in the future!"