

GES Exposition Services

Oracle 11i

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At a Glance:

- Oracle 11i implementation
 - Basics
 - Navigation
 - i-Procure
 - i-Expense
- Oracle functional areas:
 - Accounts Payable
 - General Ledger
 - Purchasing
 - Project Accounting
 - Discoverer
 - Internet Expenses and Internet Procurement
- 400 end users
- Solution components:
 - Instructor-led courses
 - Post Implementation support
 - eLearning
 - Online Performance Support

Results

- Comprehensive training program developed within short timeframe
- Established an effective and maintainable training and support model
- Increased the client's level of self-sufficiency by teaching them how to use the tools and methodologies to develop effective user support in-house with RWD Info Pak®
- Successful go-live — on time and within budget



An All-Star Exhibit: The RWD and GES Partnership

In 2005, GES Exposition Services, a leading exhibition and event services firm, ironically found itself in need of help to plan its own event: a major overhaul of its financial IT system. Challenged by a limited budget and an end user populace that was geographically dispersed, GES decided to use Oracle 11i as its new system of choice. However, after a negative experience with a previous financial system, GES quickly realized it now had an even bigger challenge: training these dispersed employees to use the new system in a short amount of time. “What really attracted us to RWD was their ability to teach us to fish,” said Marty Droney. “Instead of just giving us a tool or a product, they trained us to train ourselves and how to continue to increase efficiencies as we used the new Oracle solution.”

The new Oracle system would support GES’s daily operations and help staff to better manage events through capabilities in Account Accounts Payable, General Ledger, Purchasing, Project Accounting, Discoverer, Internet Expenses, and Internet Procurement.

“Our employees had different capabilities when it came to using the Oracle solution. Some were more advanced and required minimal support, while others were completely new to using such a solution. We wanted to provide our employees with training that could meet their individual needs,” said Marty Droney.

Getting the Party Started: RWD Brings in Solutions

To help GES meet their training and performance needs, RWD first conducted an expedited analysis to prioritize topics that could be covered by documentation and training. Given the time and budget constraints, this was a crucial step that helped to quickly identify the type of support that GES’ employees would need most.

Once determining the appropriate support areas, RWD created a comprehensive solution that included the development and execution of in-classroom training to financial users; web-based eLearning courseware for the general employee populace; and the implementation of RWD Info Pak® across the organization.

The roll-out of RWD Info Pak® was essential to the project because it enabled GES to not only create work instructions for pre-implementation training, but also provide post-implementation performance support, which was critical to the project’s success.

“RWD’s ability to train us on their own tools gave us the knowledge and the confidence to create documentation ourselves and use the resulting materials once Oracle was up-and-running,” said Marty Droney. “Having a sustainable model of training and support will be critical as we enhance our materials going forward.”

A Show-Stopper: The Partnership Produces Results

During the project’s timeline, several key accomplishments emerged. Among them were:

- The project team successfully prioritized processes to identify, document, and train those that were most critical to GES’s success
- Increased levels of effectiveness and self-sufficiency by teaching GES how to use RWD Info Pak® and methodologies to develop end user support in-house
- Ensured that the project stayed on schedule and within the agreed-upon budget

“We selected RWD because we wanted to work with a company that had the tools, resources, and experience to quickly create and deliver a successful training program. RWD did just that,” Marty Droney added.