



Enabling seamless application change within the Public Sector



About the company:

Warwickshire County Council, is a multi-faceted and complex organisation in the West Midlands region of England. This 'tier 1' council covers an area of five 'tier 2' district councils, including Warwick District Council. With a population of approximately 500,000, The Warwickshire County Council provides vital services to the people of Warwickshire like Education, Social Services, Libraries, Traffic Management and Rescue Services.

The project:

To implement a seamless user adoption solution to support a new finance system

Number of users:

1,000+ end users

Number of documentation/ training authors:

4

Seamless user enablement for new finance system in local government

The Challenge

Two years ago, Warwickshire County Council decided it was the right time to upgrade their financial system within the Authority. They were looking to implement a single finance package to replace the numerous aging and disparate financial systems currently being used by all central and directorate finance teams, all Cost Centre managers and their supporting staff. When it came to a product, they chose UNIT4's Agresso software, a conversion that is now in its final stages of completion. With the implementation of this new finance system, Warwickshire County Council needed to explore options that would ensure adoption of the new system and processes by staff. Warwickshire County Council realized early on that they required a seamless transfer for their 1,000+ staff from the old system to the new. Being a dedicated customer focused business, employees had to become familiarized with this new system in a faster and more convenient way than in the past.

The Solution

Warwickshire County Council, near completion of their financial system upgrade, needed to decide how to best provide their staff with relevant, appropriate and timely enablement in the use of the new system - with minimal disruption. After reviewing several options, the datango performance suite (dps) was selected as the technology to support effective user adoption. dps was ready to enable and support staff not only during the implementation period, but also provide post go-live assistance where needed.

As the key decision maker on the financial system user enablement initiative, Richard Malam – Project Manager Training Strategy at Warwickshire County Council, saw datango's value in ensuring optimal adoption with minimal disruption and without extensive travel to the central office.

According to Richard "When it came to choosing the user adoption solution, datango offered the best approach for creating and then providing essential training materials; when and where it was most needed. It could be specific, short and focused so as not to waste an individual's time in areas they would not use."

In the past, Warwickshire County Council faced challenges when it came to enabling its staff. Previously face to face training was the only way, but it was costly, time consuming and very linear. Using datango complemented the face to face training and is helping Warwickshire County Council save time and money. With dps, the user enablement approach is more flexible, faster



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and efficient. In the past, finding the time and resources for employees to attend the live instructor-led sessions proved to be a difficult and expensive task for the council. With dps' interactive user enablement content, employees could now self-serve training in their spare time, remotely at their desks - eliminating travel and ensuring customer service provided to the public would remain uninterrupted. datango permeated all areas of training delivery. It stood alone and provided staff, whose learning style or geographic location did not suit live sessions, a self-paced solution. It was used as pre-course revision to all face to face sessions and made sure that all participants were where they should be, and made each session much more valuable and focused. Indeed the link to the materials covering the face to face topics was also made available and often staff found they could get what they needed from dps and made their place available to someone else (enabling significant cost savings in travel and time away from their desk). During a face to face event the dps simulations were used to demonstrate techniques prior, which gave the trainer a known (and working) environment. Post course, each delegate received links to the dps material which they could easily access for revision or documentation right up to go-live; negating the need to revisit training for those who were trained first, giving staff the confidence to use the new system but mostly reducing their time to full competence in the live system.

The Result

Richard Malam stated "Key to dps' success was the ability to react quickly to application updates and changes. With datango our user adoption approach is not static, we can update user enablement and support materials easily; modify and redeploying them as-needed in under 5 minutes which is essential to ensure that staff have faith that the materials covered are 'the truth' and reflect "how the system is now, not how it was yesterday."

For Warwickshire County Council's new finance implementation, datango is used as part of an integrated solution. The various outputs generated by dps provide a comprehensive vehicle for effective user adoption while managers gain access to data which validates end user readiness for go-live of the new system or provides insight into those requiring additional assistance.

With a successful project completed, datango has been well received in Mr. Malam's Financial Systems implementation and work has begun to leverage dps in another division of Warwickshire County Council, the Resources Directorate.

Alison Henrywood – ICT Training and Development Officer at Warwickshire County Council is in the early stages of this dps project and comments, "datango's option to perform one recording and use this to generate all the materials we need for users to practice, test and support themselves in a self-service model is a huge advantage over other approaches or products."

datango AG

datango AG was founded in 1999 with headquarters in Berlin, Germany and offices throughout Europe and North America. datango provides a comprehensive software solution that accelerates the deployment, improves end user adoption and reduces the cost of supporting mission-critical software systems throughout their entire life-cycle. datango software streamlines the development of documentation, user help and training materials while also providing process automation, developer collaboration and automated localization into approximately 40 languages. By doing so, datango saves organizations time and money from the initial implementation, through every update or upgrade and during the day-to-day usage of any of their enterprise applications. With consistent year-over-year revenue growth and profitability, datango software is used by more than 800 companies and millions of users worldwide. datango's customers include some of the world's largest and most discerning organizations such as UBS, Hasbro, The TJX Companies. datango's partners leverage or resell datango software as an integral part of their end user adoption strategies and include companies such as Accenture, CSC, Lawson Software, Epicor Software Corporation and Manhattan Associates.