

At the end of the day, the success or failure of a new initiative depends less on the content of that initiative and more on the willingness of those involved to accept and embrace the desired transformation.

MaiTyme analyzes your situation to ensure the performance improvement initiative ties directly to your organization's vision, mission, and values. We provide a complete approach inclusive of people, process and technology by linking business objectives to performance needs while identifying gaps that could hinder movement of the organization to realizing a clear, actionable performance strategy.

This inclusive approach can lead to ongoing self-service support to end users (of new apps, Cloud and Cloud apps, new business processes), creating a more quickly-proficient and adaptable workforce, reducing downtime and Help Desk costs.

Client A: Client implemented new applications to increase operational efficiencies, focus on growth opportunities, reduce costs, and improve service to those served across 16 states, and the District of Columbia.

We were engaged to create an enterprise training strategy that would transform training processes to meet these aggressive objectives:

- Train employees across all locations on the use of six new business processes and a new core suite of claims-processing applications;
- Accomplish this multiple times, with implementation waves adding new functionality and affiliate plans, necessitating iterative training development and delivery within a span of 9 months.

We created an enterprise training organization (augmented by our own team members) that installed, configured, and implemented the client's LCMS for content development, and LMS to manage and serve employees.

This training organization:

- Developed/delivered Wave 1 learning content that was completed in fewer than six months from concept to production.
- Used defined standards, templates, and the LCMS/LMS toolset to create reusable learning objects.
- Assembled these objects into multiple, targeted courses and curricula in support of the waves of training.

The client is now positioned for their escalating learning demands as they transform to new business systems after the Enterprise adopted an entire new way of learning and accessing learning content.

Client B: We were tasked with creating and delivering training on a new application that would allow automotive service representatives to understand and better service the new features and functions on the cars and trucks brought into their dealership. The timeframe for this training, and the geographic dispersion of those dealerships guaranteed an expensive and likely less than successful training venture.

Our solution was to design and implement a performance support system that allowed service representatives to:

- Consume a brief overview of this new application that told them what it was intended to do and why it was important for them to understand and effectively use it.
- Input key words into the system's search function to access specific How To text and diagrams for a given repair or service issue.

In fewer than six months, all service centers across the USA had the ability to quickly begin using this new system that allowed them to understand and accurately service all the new features and functions on their customers' cars.

Client C: A large Federal government client required us to create online Help and an online tutorial, as well as fulfill the Federally-mandated instructor-led training on a new application for thousands of end users.

- Our cost-and-time-saving solution was to develop a context-sensitive online Help system that was embedded directly into the new application; allowing end users to self-serve while actually working in the new application with specific, cogent information.
- We also developed the online tutorial of system operation that was embedded directly into the new application.
- This meant the only instructor-led training necessary was for trainers and testers, thus saving money and allowing the new application to go online and be used effectively much more rapidly than normal.

