



**CASE STUDY:** LearnTech, Inc. is engaged to roll out laptops and training to all field employees.

**CLIENT:** A Fortune 100 consumer goods company

**PROBLEM** The client leased over 2200 laptops and needed to distribute them in an organized, systematic manner. All users needed to be trained on the care and features of the laptop. In addition, all users were to be trained how to use new software that was pre-installed and how to complete a new daily communications process.

**SOLUTION:** The client was faced with the daunting task of distributing over 2200 new laptops to all field employees across the United States, synchronizing data with their old laptops, and training each user. All while staying within a strict budget. LearnTech, Inc. was hired because of their significant experience managing projects of this nature, and because the client saw the value in using an independent contractor rather than the hardware vendor.

LearnTech assigned a Project Manager who was made a part of the client's project team. Through weekly meetings, the Project Manager created a rollout plan and budget, advised the client on factors that determine a successful rollout, and designed a thorough training plan that met the client's objectives. LearnTech then developed a Train-The-Trainer certification that each trainer earned before being assigned to the project team. Each trainer was taught not only the features of the laptops and software, but was required to understand the technical issues involved in the exchange of equipment, and were immersed in the company culture and product line. The LearnTech Project Manager, working with a documentation expert, created documentation for both training site management and the end-user training.

The LearnTech Project Manager arrived at each training site a day early and supervised the setup of all rooms. The Project Manager also supervised the unpacking of laptops, took a thorough inventory, and distributed them to the appropriate training room. Throughout the process, LearnTech kept an issue log and reported daily to the client project team.

**CONCLUSION:** This rollout took 10 months to complete. Each week, there were new technical challenges to meet, and adjustments to the program were always necessary due to local issues, customs, and processes. The LearnTech project team made almost weekly changes to the training program, and never failed to deliver each session on-time; meeting all of the client's objectives in the process.