

Getting the most from ECM training

There are three main challenges related to training users in an ECM system:

1. Delivering the right message, so users will want to use the new system.
2. Equipping users with the right amount of knowledge, in an efficient manner.
3. Ensuring your organisation's information is accessed and managed according to your internal policies.

So, training is an opportunity to educate and motivate. But every audience is different; the messages must be developed accordingly. Astral has the experience to up-skill staff in a manner which is best suited to your organization.

How will you get the best response?

An ECM system can only be successful if it is being used. And users, as human beings, are typically drawn to changes only if they provide tangible benefits. Training must be developed with these factors in mind.

A training needs analysis can help you to understand:

- ★ The success criteria for your ECM system
- ★ Who needs training, and what pre-requisite skills they require
- ★ What skills users must acquire
- ★ What format will provide the best value
- ★ The resources required to deliver effective training
- ★ How much time you need to dedicate



Flexibility and real value for money

At Astral, we're mindful of the overall cost of sending staff on training. We're also aware of the necessary skills and incentives required to optimise usage in an ECM system.

We'll provide your users with the skills they need, in a way that suits your business. We can even give you the ability to train your own staff.

Training will be tailored for your needs. This could include:

- ★ Face-to-face or classroom based (interactive)
- ★ Online training for time-poor staff or for reinforcing knowledge
- ★ Quick start guides to give new users a head start
- ★ Detailed user manuals for the full reference

Astral delivers training that is relevant to your organisation's business processes and policies. We'll ensure that users understand and can adhere to the specific information management policies and procedures.

Contact Astral to find out more about our training experience and expertise.

About Astral

Astral Consulting was founded in 2000 by a talented group of business and technical consultants. Today, Astral has over 25 consultants and is a leader in the Enterprise Content Management (ECM) and Business Process Management (BPM) space.

Astral's consultants are highly regarded for their knowledge, advice and independence. The technical and business skill-set of the Astral team is deemed 'best of breed' by prominent business partners and clients.

Astral Consulting is the trusted strategy partner of many leading corporations, across a wide range of industries in the Asia Pacific region. Astral has offices in Melbourne and Sydney.