



Browne Jacobson LLP

ISSUES

Kerry Bradwell, IT Training Manager at Browne Jacobson LLP, uses a blended learning approach to training users on new or changed IT systems but faced several challenges where there was a need to provide user support at the point of use or where there was a need to get a document to the user's desktop from where they could review when convenient. These challenges resulted in:

- Email notifications regarding system changes and enhancements often being deleted or overlooked by users
- Increased calls to the helpdesk as a result of any system change because the email delivery method was not efficient
- Users needing help in real time when they were working in the system
- User support needed outside of regular business hours

BACKGROUND

Browne Jacobson LLP is a UK firm with 470 employees. They are one of the largest legal practices in the Midlands with offices in Birmingham, London and Nottingham. The Firm has regular classroom training and multiple e-learning modules to help train their end users; however, the issues they faced demanded a targeted solution for delivery of just-in-time assistance. They selected Global Help on Demand for delivery of embedded support in key applications.

SOLUTION: Global Help On Demand

Global Help on Demand was initially rolled out to 60 users to support implementation of Matter Centre, the Firm's new case management system. The core case management product was in place, but substantial development was ongoing, resulting in many changes and enhancements. With Global Help on Demand on the user desktop, the trainers were able to embed help in the application as the new features were added instead of repeatedly scheduling live training sessions. The Firm also used Global Help on Demand's System control to provide messages to communicate general IT changes to users.

Content Options – The trainers at Browne Jacobson offer a blended approach to IT training and support to suit the different learning styles across the firm. They used the same methodology with Global Help on Demand, offering PDF quick reference guides, Podcasts and e-learning modules.

Ease of Use – Kerry Bradwell notes that the Global Help Manager is “very intuitive, quick and simple”. The trainers only had a week to create the training assistance for the case management

system, but were able to meet their deadline using Global Help on Demand. They used a mix of PDFs and messages to help users. “So far, we have had no support calls at all relating to the changes implemented.”

User feedback is positive as well: “They think it’s fantastic and very clever!”

Ongoing Support - The excellent results of using Global Help on Demand during the case management rollout led the training team to plan for the same type of training support for an upgrade to their digital dictation system and an online HR appraisal service. The Firm now plans to install Global Help on Demand on all PCs. The training team envisions using Global Help on Demand as a way to communicate IT issues to all users as well as a way to support upgrades and major rollouts.

CONCLUSION

Kerry notes that: “Global Help will never replace classroom training in our firm, but it will enhance it and ensure that our users can be more self-sufficient than in the past, helping to reduce support calls and time spent on a one-to-one basis with users.”