

# Training for a global polymer manufacturing client

Microsoft Dynamics AX 2012 ERP



Victrex plc, a world leader in high performance engineering thermoplastics, partnered with IT training consultancy Optimum to design and develop an end-user training programme for the UK rollout of its Microsoft Dynamics AX 2012 enterprise resources system. This was phase two of a global implementation to replace a range of legacy systems across the UK with Microsoft Dynamics AX 2012 ERP and Four Vision HR Plus.

During phase one in 2014, Optimum developed a role-based training template based on the first go-live for the USA that consisted of eLearning modules, reference guides, trainer packs and quick cards. Then, during phase two, a team of 40 super users within Victrex's UK operation developed and updated those training materials and then delivered training to users across the organisation.

Optimum's brief during phase two was to provide skill the trainer sessions to equip the super users with the skills and resources to cascade the training down and also to update the lesson plans and quick cards. Its consultants also supplemented Victrex's internal team by developing a series of interactive eLearning modules for finance, purchasing and HR.

## Project Overview

- New implementation of Microsoft Dynamics AX 2012 ERP and Four Vision HR Plus systems.
- Provided Skill the Trainer sessions to internal super users.
- Training modules included finance, supply chain, HR and generic introduction/navigation.
- Developed materials for US-audience, which Victrex then edited for UK-audience internally.

## Methods Used



**RapidScope®**  
Planning & designing your training



**Reference Guides**  
Comprehensive end-user manuals



**Trainer Packs**  
Lesson plans for consistent delivery



**Presentations**  
Demonstrations to large groups



**Online Solutions**  
Various web-based learning options



**Quick Cards**  
Double-sided simple process cards



**eLearning**  
Interactive, passive & concept modules



**Skill the Trainer**  
Prepare internal team for delivery



**Classroom Delivery**  
Hands-on training sessions



**Go-Live Support**  
On-site floor walking & hypercare

“Our super users were impressed with the quality of the Skill the Trainer sessions. They felt much better equipped and more confident to deliver the training themselves.”

**Roy Ames** L&D manager

Joanne Harrison, Optimum’s sales director, commented: “Victrex is a good example of how we match our service to the evolving needs of the client. We’ve moved on from providing a training template and documentation for the USA, to training internal UK super users to deliver the training themselves.”

Speaking about their phase one experience with Optimum, Victrex’s L&D manager Roy Amyes said: “Our super users were impressed with the quality of the Skill the Trainer sessions. They felt much better equipped and more confident to deliver the training themselves.”



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