

## Case Study 2

A London Borough wanted to make better use of its Training IT system. Rather than just recording the courses employees attended, they wanted to use it to manage courses, events, tutors and training costs as well as use it to schedule and book delegates onto courses.

We reconfigured the system to fit their needs and introduced automated workflow to generate delegate's course confirmation letters, email reminders to delegates and tutors and schedule future events.

We also developed a set of key Training HR metrics reports to evaluate items which included:

- the cost of training per employee,
- the number of days training per employee per annum,
- the number of employees on waiting lists for each course.

This resulted in much better use of training team time, the access to immediate and accurate reports, and the ability to respond to their customer needs much quicker than before.