



British Energy

Oracle Financials Training



Company: British Energy
Service: Oracle Financials Training
Location: UK - Nationwide
Period: 2007 - 2008

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Iain Atkinson - Finance Systems Development Manager

An Oracle Financials system can offer huge benefits and savings across all parts of a business, both from an operational and financial perspective. However, the key to making the most of this investment is to ensure that those using the system on a daily basis have the knowledge and experience to use it effectively. That's where a quality training programme comes into its own.

At British Energy, the UK's largest producer of electricity, this was just the situation that they found themselves in and, having researched a suitable partner for their training requirements, they selected Premiertec as a company which ticked all the boxes. Specifically, they provided bespoke training and manuals tailored to the key business functions in British Energy's system and were then able to deliver the courses on site using seasoned trainers who also were experienced consultants on the software.

It was the comprehensive nature of Premiertec's approach which also appealed to British Energy, an organisation with specific requirements and a diverse workforce of over 6000 spread across multiple sites. “We needed a training partner who would be able to clearly identify and understand exactly what we required at a business level as well as a training level, and then deliver to those requirements,” explained Iain Atkinson - Finance Systems Development Manager.

As is standard practice with Premiertec's training, a Training Needs Analysis was first undertaken to highlight the areas that were most important to British Energy's business goals. From this, the Training Plan was developed which outlined the best approach for both the training and support of the system. This involved close cooperation with the functional area specialists most familiar with the system as well as with key users to ensure all their needs were successfully covered.

The training materials, including bespoke manuals, were then developed with these elements in mind, backed up by further research including feedback from customer services. This made certain that the training would cover all the requirements placed on it using examples and exercises based directly on British Energy's actual system.

To ensure that the training was delivered as effectively as possible, a "traffic light" system was devised to identify which users should first receive the training. This prioritised those who would benefit most from the hands-on training, either because they used the system most frequently or were new to the organisation. It then graded users through to those who would still benefit from the training but were already competent users and so could take the training as a refresher course at a later date.

The initial round of training was run at two central locations. However, the response proved to be so positive that this was extended further to allow training to be carried out at a variety of additional sites. This required greater flexibility from Premiertec but has reduced the travel and time away required for British Energy's employees and so has again been very well received.

The resultant 3 year training contract awarded to Premiertec has given British Energy the security of knowing that as their Oracle system develops and new employees join the organisation, they can be certain of getting all those using it quickly and efficiently up to speed.

"Premiertec fulfilled all that we were looking for from training partner both in terms of their expertise and their professionalism. Most importantly, the feedback has been excellent, and we are seeing the benefits of the training coming through across the organisation".

Iain Atkinson - Finance Systems Development Manager