

Case study:

Pepsico / Walkers Snack Food

A seamless transition to Microsoft 2007, with in-house training for over 500 Pepsico UK employees

“We quickly realised that we were spending too much time preparing the rooms for the training, which was better spent on concentrating on the roll-out. With Reed Learning managing everything, from the supply of laptops to the trainer, it meant that we could deliver more training with more agility.”

Russell Willans, IT Architecture Controller, Pepsico UK



Objective

In 2009 Pepsico took the decision to introduce the new Microsoft Windows 2007 operating system. In order to maintain efficiency and minimise disruption, Pepsico were looking for a fast, quality- assured and seamless transition to the new software.

All PC users needed to be up-skilled as quickly as possible via training delivered on-site at 11 UK-wide locations. Specifically the company was looking for:

- **Speed** – the company required over 500 users to receive face-to-face training within two months
- **Good value** – cost should be kept under control by efficient trainer scheduling and by minimising time out required to undertake the training
- **Nationwide coverage** – training delivery was required in 11 UK locations
- **Flexibility** – training needed to be adaptable to suit delegate needs and delivered at times to suit, including during night shifts
- **Innovation** – the company was looking for fresh ways to deliver and embed learning

Solution

Reed Learning designed four short, half day sessions covering Microsoft Word, PowerPoint and Excel. The courses were:

- **Microsoft Word 2007 With Ease & Speed**
- **Microsoft Excel 2007 In Half A Day**
- **Add Impact With Microsoft PowerPoint 2007**
- **Microsoft Excel 2007 for Managerial Analysis**

These sessions were designed for frequent users of the applications. All other staff received online training, backed up with summary Quick Start Guides offering reminders of key features and time saving short-cuts.

Result

PIUK's roll-out plan required all users to be competent in use of Microsoft 2007 by 24th December 2009. This objective was achieved, with the conversion project being delivered effectively and completed on schedule.

Key achievements:

- 76 workshops were run between October and December 2009. With an average of seven delegates per workshop, a total of 532 PIUK employees were trained in just two months
- An average feedback score of 4.3 out of 5 was achieved
- 600 bespoke Quick Start Guides were provided, as well as internal marketing materials (posters and restaurant cards)
- All necessary hardware and software was provided

“We have been very pleased with the overall result and Reed Learning played a key part in our completing the project on time and to budget.”

About our in-house services

Reed Learning delivers short courses, professional qualifications, in-house programmes and outsourced training services. In the last 10 years we've trained over 250,000 people, who choose us for the widest choice of venues and dates, largest pool of quality-assured trainers and guaranteed standards of training delivery.

We offer a wide variety of in-house services adapted to your specific needs, including:

- In-house training courses
- Training needs analysis and 360° review
- Coaching – team & individual, either face-to-face or by telephone
- Flexible drop-in sessions and eLearning
- Induction & Graduate programmes
- Assessments and testing
- Blended training including MP3 and eLearning
- Leadership and executive coaching

What makes us different?

- A focus on results and on demonstrating tangible returns on training spend
- The experience to offer advice and ideas on the most effective, best value approach, always beginning with the required end result in mind
- Free observations on our scheduled open courses or a free bite-size taster session on your premises if you'd like to try before you buy
- A training faculty of 350 quality-approved trainers. All of them are recruited, assessed, performance managed and developed according to our robust trainer competency model
- Over 15 years' experience in training delivery and management, as well as one of the widest, most diverse ranges of short courses and accredited qualification programmes in the UK

What do you get?

Everything we do is focused on transferring learning back to the workplace. Every in-house programme includes as standard:

- Consultancy and advice from our expert team
- Pre-course assessment to ensure the course is fully tailored to objectives
- Full printed course materials for future reference
- Personalised time-bound action plans to help delegates commit to their development
- Access to supporting MP3 and eLearning modules
- Post-course assessment after three and nine months to monitor impact and ROI

Pricing

Our pricing always includes full account management, pre & post course skills evaluation and course materials

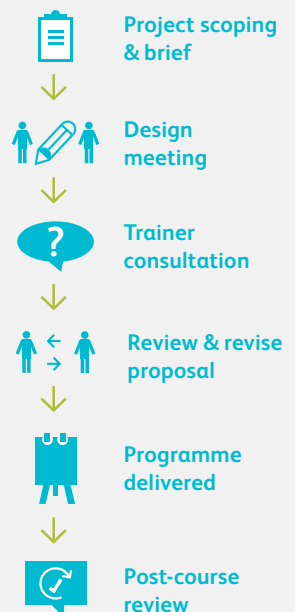
Standard – starting from £1,150 per day

Customised – starting from £1,350 per day

Bespoke – quote upon request

How does it work?

You can choose from any of our existing short courses if they already meet your objectives. Or we can tailor any programme to meet your specific learning needs. We will select a trainer from our faculty of over 350 according to sector experience, subject knowledge and your company's culture. Then if you want to run your training off site we will help you select a suitable venue.



Every year we work with over 1,000 organisations. Our in-house clients include:

ACCA
Barclays
Balfour Beatty
Birkbeck University
BSkyB
Cambridge Assessment
Coutts
Diageo

Lloyds Banking Group
RS Components
Taylor & Francis
TheTrainline.com
Tube Lines
UK Power Networks
United Business Media
Whitbread



Talk to an account manager on **020 7520 6600**