



Case Study

Implementation Support

Client's Business Need

Our client implemented a new talent management system and, at the same time, rolled out their new talent management process. They needed to communicate the new process to all employees and provide information and skill building to all managers and employees.

Our Learning Solution

EnVision designed and developed a series of learning solutions to support the new process and system. As part of the overall solution we created systems reference guides; provided learning support for the new system to the Help Desk and to all employees; and developed webinars, e-learning courses, and instructor-led workshops.

To assist our client in the implementation phase, our solution included the following services:

- Working in the “producer” role during webinars, helping the presenter set up, keeping the webinar on track, and assisting the presenter with learner questions received via the chat function.
- Facilitating workshops on writing and delivering effective performance reviews.
- Assisting with setting up and testing the e-learning on the client's server.
- Providing “walk-in” support to all employees during rollout of the new systems.

Improved Employee Performance

The client successfully rolled out their new talent management process and systems according to plan and:

- Employees were able to use the new system appropriately.
- As part of the onboarding process, new hires are completing the learning solutions EnVision developed.