

Increasing Delivery of Legal Training while Decreasing Training Costs

Situation

In early 2000, the NCR Law Department had limited staff resources responsible for company's global legal needs and training. The Law Department faced a number of difficult issues:

- Developing and delivering training limited attorneys' □ time available for legal issues.
- NCR employees could only receive training when a live training class was available (a problem in many countries).
- The Law Department had no consistent way to advertise its training programs.
- They could not evaluate the effectiveness of their training programs.
- They had no method for measuring the business impact of training.

Performance Solution

Vantage developed a single source for legal training at NCR, including:

- Learning At Work (LAW) web site with list of all upcoming live training programs and the ability to register for them.
- Web-based training modules available anytime.
- Tests to ensure employees are mastering key concepts.
- Feedback forms to evaluate module effectiveness.
- Reporting functions which enable Law Department to easily see which employees have completed specific modules.

Results

Results from this program are still being quantified, since the solution was implemented in First Quarter 2001. However, initial results include:

- Total Activity Hits: 415
- Total Student Attendance: 198
 - Each student can be identified by name, business unit, and country.
 - As student attendance increases, NCR's return on investment will grow.

"Vantage was hired by NCR to provide support for the development of a web-based legal education system. I worked closely with the Vantage team and found them to be engaged, resourceful, committed, and very talented. My intent was to utilize Vantage's training skills to develop legal content (which can be dry material) into thought-provoking, engaging and entertaining training modules. Vantage greatly exceeded my expectations. The training modules are exceptionally creative and have received positive feedback from the user groups. The team was always available to meet my demands, and the demands of the Law Department. Vantage worked tirelessly to ensure that the end-product was of exceptional quality, within budget, and produced in a timely manner. I have no hesitation in recommending Vantage. In fact, to achieve the results you are seeking, I highly endorse the selection of this company. You will not be disappointed! Please contact me with any additional inquiries."

Lori J. Collins
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NCR

