

# Rapid introduction of the essential new features of Office 2016 before it was rolled out to all staff.

Haydon Mechanical & Electrical is a London-based, building services contractor specialising in the design, build and installation of mechanical and electrical services.

## Challenge

The company decided to upgrade to Microsoft's Office 2016 personal productivity suite, making it available to staff through local installation, as well as remotely through a remote desktop service. The company understood that critical to the success of the project would be ensuring all staff were exposed to the new version of Office before the rollout. Through training, they hoped to avoid any loss of productivity as staff started to use the new software.

## Solution

All of Haydon's staff were invited to attend a three hour "Chalk & Talk" session, covering the essential features of Office 2016. Sessions took place at the company's London headquarters, and were repeated three times on each of two days. This format provided staff with easy access to multiple opportunities to receive the training they needed. All attendees were encouraged to ask questions during the sessions and were given quick reference guides to take away.

## Continual improvement

Sorcha Anderson, Head of IT (MCITP certified) at Haydon, said, "The result of the training was outstanding. Our office and site based staff were all very quickly brought up to speed on how to use all the great features of the new software. Attendance and participation levels were exceptional from all employees, including our Board of Directors. Our Managing Director attended one of the sessions. He commented that he had benefited substantially from attending. Well done and thank you iDevelop and the trainers for delivering such an excellent and valuable course, which successfully addressed all of our specific business requirements."



MECHANICAL & ELECTRICAL

Company: Haydon Mechanical & Electrical Ltd

Industry: Mechanical Trade

Country: HQ in London, UK

Website: haydonme.co.uk

## Benefits

- All staff given multiple, convenient opportunities to receive training
- Skills required for software roll out to be successful generated in advance

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