Assisting by training.

BROOKDALE
— SENIOR LIVING SOLUTIONS —

Client/Location
Brookdale/Brentwood, TN

Project
Training end users on how to best use the new property management ERP system

Highlights
· Provided training to Retirement Counselors, who are directly responsible for the sales at each property

· Created a holistic e-learning program to train key stakeholders on a variety of topics

· Monitored effectiveness and made appropriate adjustments to ensure maximum knowledge retention

Mastech Digital is a certified minority supplier with the National Minority Supplier Development Council.

US owner and operator of senior living communities required immediate assistance for an ERP training and support project

Client Challenge

Brookdale installed a property-management ERP system (Yardi) to streamline its business processes. Mastech Digital worked closely with the company to determine training and requirements for end users of the new system.

The results of the analysis indicated that, given a limited budget, the biggest immediate impact could be achieved by providing training for Brookdale's Retirement Counselors, who are the sales and rental agents at each property. The company already had some training materials that a mentor covered with Retirement Counselors by telephone, while monitoring what they did on their computer using PC Anywhere. This arrangement was labor intensive, difficult to schedule, and did not have the capacity to train an adequate number of people. Additional courses were required for the Executive Directors and Financial Analysts of each company.

Mastech Digital Solution

Because the audience was fairly large and dispersed across the country, Mastech Digital recommended e-delivery. This option provided the most flexibility: it could be delivered in small groups when appropriate or completed by self-study, and was less labor-intensive for a mentor. The training materials could then also be used as reference.

Mastech Digital provided an instructional designer/web developer to address the company's needs.

Training involved video demonstrations of job tasks as well as interactive simulations. Courses included the following topics: Prospect Management, Reporting for Executive Directors, and Reporting for Financial Analysts.

Outcomes

Electronic versions of all eLearning training materials, including video and audio were delivered to the client. Mastech Digital worked closely with the client to constantly monitor effectiveness and adjust the approach to ensure a quality learning experience and maximum knowledge retention for each of the client end-user groups.

Mastech Digital provides IT associates in digital and mainstream technologies, and Digital Transformation Services around Data Management & Analytics, Salesforce, SAP HANA, and Digital Learning Services. Mastech Digital is listed on the NYSE under the symbol MHH.

CORPORATE HEADQUARTERS
1305 Cherrington Parkway
Building 210, Suite 400
Moon Township, PA 15108

LET'S GET IN TOUCH
Toll-free: +1.800.627.8323
Phone: +1 412.787.2100
Fax: +1 412.494.9272

EMAIL
experience@mastechdigital.com

www.mastechdigital.com | © 2017 Mastech Digital