

The gift of efficiency.



Client/Location

Enesco/Itasca, IL

Project

Training end users on how to best use the new PeopleSoft ERP system

Highlights

- Determined training and documentation requirements across various departments
- Delivered a mix of training collateral, which could easily be accessed by employees spread across the country



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

A nationally-known manufacturer and distributor of giftware and collectables required immediate assistance for an ERP training and support project

Client Challenge

Enesco needed to migrate their dated, back-office systems and various PC applications into a single ERP. The company selected PeopleSoft. Mastech Digital worked closely with the company to determine training and documentation requirements for the end users of the new system in the sales, order entry, procurement, and distribution departments.

The results of the analysis indicated that training and performance support would need to be developed and delivered to all end-users. Training and support materials would also need to serve as reference material after the initial training program was completed. The training would need to include a variety of delivery methods, because there were concentrations of users at the company's headquarters and distribution center, but sales reps were dispersed across the country.

Mastech Digital Solution

Mastech Digital assembled a team of instructional designers and course developers to address the company's needs.

Delivery methods included a blended approach: instructor-led training, eLearning, and end-user job aids/quick references. Training involved fully engaged hands-on use of the system by all participants.

Courses included the following topics: Introduction to PeopleSoft, Order Management, Product Definition, Purchasing, Shipping, Receiving, Inventory Management, and wireless showroom order entry.

The development team size varied throughout the 9-month project based on the needs of the client.

Outcomes

Both hard copy and electronic versions of all the training materials (instructor guides, participant guides, job aids, and web-based training) were delivered to the client.

Mastech Digital worked closely with the client to monitor effectiveness and adjust the approach to ensure a quality learning experience and maximum knowledge retention for each of the client end-user groups.

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