End User Systems Training
for the Workplace

Huon IT's end-user IT systems training services are built to suit your needs and fully customised to bridge the gap between IT and your staff, reducing the learning barriers that can affect productivity.

huonit
Since 1989

Software upgrades, application updates, IT refreshes, and Cloud migrations. Amidst the various strategic improvements companies are implementing, one critical component is often underestimated: how to train staff to use new systems and adapt to IT changes.

Off the shelf training solutions are commonplace, but they only address one piece of the puzzle. If not carefully planned and delivered to suit your company's ecosystem, IT setbacks can frustrate staff, impact productivity and have disastrous results.

A Different Approach to Training

Over the past 20+ years of providing IT services to Australian businesses, Huon IT frequently sees a disconnect between IT plans and the users who are meant to adopt them. So in response to our clients' real needs, Huon IT has developed a service to bridge the gap.

Taking a joint approach to leverage technical knowledge and experienced trainers, Huon IT achieves the very best outcomes for your organisation. We provide:

- Tailored programs to suit your objectives and staff
- Customisable solutions for any system, standard or bespoke
- UAT and strategic deliverables

Business Advice

- Passionate, motivated team of business technology experts
- Deep understanding of business processes
- Independent audits
- Impartial recommendations

Specialist Training

IT Expertise

- Delivering holistic IT services since 1989
- IT Support and management
- Strategic Advice and planning
- Projects & Upgrades and workflows

" Huon IT made the training applicable to us at Marsdens. They made it simple and easy to understand, kept us involved, and always gave us opportunity to ask questions. It was great and today using the new programs, I'm having minimal issues because of their instructions. "

Secretary, Marsdens Law Group

Office 2010 Upgrade training

for 110+ staff

What Systems Can the Training Cover?

As all training is fully customised, Huon IT can train staff on any system – ranging from out-of-the-box applications such as Microsoft Office products (Word, Excel, Powerpoint, Outlook), through to bespoke or highly customised software. Additionally, Huon IT can train staff on other IT initiatives including document management systems; teleconferencing equipment; virtualised environments such as Citrix and remote log-in procedures.
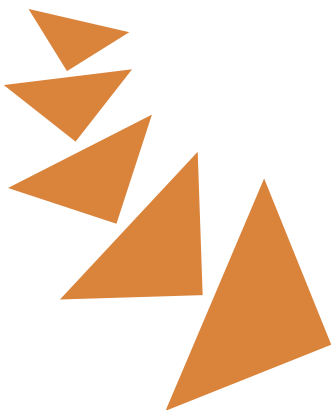
Got a customised software application that needs assessment prior to roll-out? Not a problem. We can also design and organise user-acceptance testing with select personnel to help identify any glitches before formally deploying the program to the rest of your team.

Build-to-Suit Learning Styles

When it comes to learning, one size doesn't fit all.

Today's diverse workplace employs workers with a mix of values, experience and work habits. Cross-generational teams of employees with varying technological skill-sets means learning styles of older employees, Baby Boomers and Gen X may be incompatible to Gen Y and Gen Next, necessitating a different approach to training.

Huon IT takes into consideration the technical aptitude of the trainees as well as the workflow of your office's environment when planning out the training best for your staff. The result is a premium training experience which enables your team to hit the ground running, minimising the teething problems often associated with learning new systems and corporate policies.

Customised Training Materials You Can Keep

Huon IT will collaborate with you to build training materials which is yours to keep for the future. Based on your objectives, we will customise all training materials, manuals and processes around your staff and their capabilities, incorporating screen shots from your systems so everything they learn is relatable and familiar when they reference the materials.

If deep technical knowledge is required, one of our IT consultants can also assist during the training session. Training doesn't need to end in the classroom; upon completion of the training session, our staff will extend their stay to walk the floor and help your staff as they begin to use the applicable system.

Flexible Delivery

Location:
- Huon IT can conduct training in the convenience of your own office or off-site.

Group Size:
- While one-on-one training is available, we recommend training your staff in groups of 5-20 for maximum value.

Format:
- 'Hands on' – we will work with you to set up a 'training lab' environment using spare PCs so staff can learn via real-time participation exercises.
  or
- 'Presentation Only' – delivered lecture style via PowerPoint presentation in a boardroom, or similar large room.

" When I was looking for training for our firm I knew I couldn't send 10 people off site to a training course, and I also knew that any offsite training wouldn't be tailored to our needs. The Huon approach allowed me to have my staff trained in my office and the content was completely tailored to our needs.

Training was professional, approachable, knowledgeable and practical. Feedback from the staff who attended was that it was excellent. "

Jodi Proudlock, General Manager of
Watkins Tapsell Solicitors
Microsoft Excel Training

When you partner with Huon IT, your business is our business... *Your business is in trusted hands.*

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