



## New Horizons Training Success Case Study

*"The knowledge and professionalism the trainers brought to the project was of real benefit to us. Plus, with two of them we were able to conduct training in two cities simultaneously to complete the training quickly.*

*The use of off-site facilities was also extremely helpful in that we didn't have to worry about space or computers and employees appreciated the ability to attend training away from their office so they could truly focus on learning."*

- Bowne Project Manager

### Value for the Client

- A savings of \$54,000 in training costs
- Consistent delivery of custom content nationwide
- Ability to meet project deadlines because they did not have to allocate key project team for training
- Quality training of specially configured software by certified training experts

### Client Profile

**Client Name:** Bowne & Co., Inc.  
**Client Industry:** Printing Services  
**Number of Employees:** 7,600

#### Client Profile

Bowne & Co., Inc., a global company implementing an enormous software conversion, needed a training solution that would not pull key team members away from the conversion, that would provide consistent training to employees in locations throughout the U.S. and would ensure the effective delivery of custom content.

## Bowne Successfully Completes an Organization-Wide Conversion Project and Saves Money Doing It!

### Challenge

When Bowne started implementing PeopleSoft, enterprise application software, throughout their entire organization they discovered that not only was this an enormous conversion affecting every part of their business but they were also faced with the challenge of how to effectively, and quickly, train all of their employees on how to use the new software. Initially, the training solution consisted of sending members of the internal conversion team to train employees as these individuals had the knowledge of Bowne's specific configuration of the software. However, this solution created a new set of problems. This pulled away key individuals from working on the conversion resulting in missed deadlines, plus, they found that these technical individuals did not have the necessary knowledge regarding the day-to-day functions of the employees they were tasked to train.

Bowne realized that training all of their employees themselves was not an option so they needed outside trainers. They also realized that since the software was configured specifically to meet Bowne's business goals, the trainers had to fully understand their configuration. Trainers that were qualified to only train users on the standard PeopleSoft software simply would not work.

### Solution

Bowne needed a custom training solution; therefore, they needed New Horizons Professional Services. The Professional Services team worked with Bowne to tailor a solution to their specific business, learning and learning management needs. New Horizons has relationships with a substantial number of specialized vendors and secured two certified trainers with expert level knowledge in PeopleSoft training with the experience in delivering custom content. New Horizons Professional Services handled the entire contracting process and coordinated the delivery of the training at seven New Horizons centers and two Bowne facilities across the country.

### Results

With New Horizons as their training partner, Bowne was able to save \$54,000 in training costs and was able to concentrate all of their efforts on the software conversion. Bowne employees were also pleased with the level of training they received, giving average score of 4+ on a scale of 5 in a post-class survey. Additionally, through the contracting of trainers with similar skill sets delivering the same content at locations across the country, Bowne received the added benefit of consistency in content and delivery at a nationwide level. The trainers also took it upon themselves to learn about specific job roles so the content made sense to each employee.

New Horizons Professional Services team of experienced Learning Consultants, Project Managers, Implementation Specialists, Systems Engineers and Instructional Designers not only managed an entire custom training solution for Bowne but also ensured that in the end, Bowne employees knew exactly how to use the software to maximize the success of not only the conversion but the entire organization.

### About New Horizons Computer Learning Centers

Anaheim, California-based New Horizons Computer Learning Centers was named the world's largest independent IT training company by IDC in 2003. New Horizons is a subsidiary of New Horizons Worldwide, Inc. (Nasdaq: NEWH). Through its Integrated Learning offering, New Horizons provides customer-focused computer training choices with a wide variety of tools and resources that reinforce the learning experience. With more than 250 centers in 53 countries, New Horizons sets the pace for innovative training programs that meet the changing needs of the industry. Featuring the largest sales force in the IT training industry, New Horizons has over 2,100 account executives, 2,400 instructors and 2,100 classrooms. For more information, visit [www.newhorizons.com](http://www.newhorizons.com).