



New Horizons Training Success Case Study

Solution Overview

Solution Description

Custom course materials were created to fit within the company's standard operating procedures. The curriculum was developed by interviewing subject matter experts within the company so that the content addressed job roles specific to The Cafaro Company. A private training event was conducted to ensure all employees received uniform training.

Value for The Cafaro Company

- ❑ Content customized to ensure new platform is appropriately utilized on the job.
- ❑ Private training event provided flexible, uniform training to ensure a consistent level of knowledge among employees.
- ❑ Better understanding of widely used platform resulted in fewer calls to the Help Desk and an increase in employee satisfaction.

Client Profile

Client: The Cafaro Company
Client Industry: Real Estate Developer

Number of Employees Trained: 180
Client Profile A leader in shopping center development, The Cafaro Company manages nearly 34 million square feet of commercial real estate.

"We are very happy with the results of the training initiative. New Horizons has been extremely receptive to our needs and has proven to be a very capable partner"

- Lilliana Marginean, The Cafaro Company

The Cafaro Company Successfully Completes Their First Company-Wide Training Initiative Resulting Fewer Help Desk Calls and Increase Employee Productivity

Challenge

The Cafaro Company was implementing company-wide conversion project to upgrade from a DOS version of Corel Office to version 12 of Corel Office - a platform with numerous changes and provisions. Employees use Corel Office for the preparation and processing of their lease documents from which all revenue is generated so it extremely important that all staff is extremely proficient with software.

The Cafaro Company had never conducted formal employee training in its 50 year history and now were faced with not only how to get all employees trained on the new platform but how to customize the training to fit into their standard operating procedure.

Solution

Since this initiative represented the first organized training for The Cafaro Company in its 50 year history, they needed a training partner that could manage the program starting with the creation of course materials all the way to the delivery of training.

There is no courseware fitting Cafaro's specific needs so New Horizons created custom materials around their unique processes and procedures. First, in order to become well versed in Cafaro's usage of Corel Office, the instructor interviewed Cafaro's subject matter experts. Equipped with the knowledge of how the employees were going to use the platform in their jobs, New Horizons developed a curriculum encompassing exercises and examples applicable to specific Cafaro job roles.

Private training sessions were conducted for Cafaro employees at a training facility at a local University. This delivery solution provided a learning environment with state-of-the-art tools plus it allowed all employees to receive consistent training.

Results

A private event was the ideal training solution as it enabled The Cafaro Company to provide flexible, uniform training to all of their employees ensuring a consistent level of knowledge. Also, since the training materials were customized to Cafaro's specific usage of Corel Office, they were able to make certain that that the platform is appropriately utilized on the job.

"Since we partnered with New Horizons to build and deliver training to our employees, we have experienced a large decrease in the number of calls regarding Corel Office to our Help Desk. We have also observed a decrease in the level of frustration by our employees in not being able to use the platform as needed to function in their jobs. Most importantly, the productivity level of our staff has increased due to their ability to process lease documents faster as a result of the knowledge gained on how to use the tools at their disposal."

- Lilliana Marginean, Business Analyst, The Cafaro Company

About New Horizons

Since 1982, New Horizons Computer Learning Centers has grown to become the largest independent IT training company worldwide. We offer more courses, at more times and in more locations than any other company in the computer training industry. Maximizing the investment in training is important for all companies, and New Horizons assists each client with the management and measurement of their training activities. The variety of learning options from New Horizons allows students to learn in the manner that best suits their schedule, budget, learning style and expertise. Visit us at www.NewHorizons.com to learn more about our customer-focused training solutions.