



New Horizons Training Success Case Study

“Without New Horizons, we wouldn’t have been able to pull off this large of a training initiative, this successfully, in such a short time. It was an excellent partnership, I would like to use them again.”

- Anthony Iamurri, Director of Information Technology, Dunkin Donuts

Solution Overview

Client: Dunkin Donuts
Client Industry: Food and Beverage
Number Trained: 2,500 Dunkin Donuts stores across the United States

Solution Description

Create custom content and deliver custom training to 2,500 Dunkin Donuts franchises in three months.

Value for Dunkin Donuts

- Custom courseware developed for proprietary software.
- Custom training delivered nationwide.
- Blended approach to learning increased comprehension and retention of the material.
- Training led to 95% successful utilization of application.

Custom Training Solution Enables Dunkin Donuts to Successfully Implement New Online Ordering System in 2,500 Stores

Situation

In order to enable Dunkin Donuts franchises to purchase supplies online, the Dunkin Donuts purchased IDS Power Net, an online ordering system. Prior to the implementation of this ordering system, franchises faxed their paper orders into the distribution center for processing.

Realizing that this was a completely new, and very different ordering process, Anthony Iamurri, Director of Information Technology for the Mid-Atlantic Distribution Center, knew that the training on this new system was going to be vital to the successful implementation and utilization of the system.

Challenge

The goal of the training program was to train 2,500 Dunkin Donuts locations on Power Net in three months. This would be a tight timeline for even one location, but with Dunkin Donuts stores spread out across the U.S, this became a very ambitious endeavor.

On top of the challenge of the timeline and breadth of locations, Mr. Iamurri had the added issue with the fact that IDS Power NET is a proprietary software system independent of any well known software vendor. This meant that there would be no existing training program for the system - one had to built from the ground up.

Solution

First, training needed to be developed specifically for the application because none existed. Mr. Iamurri ultimately chose New Horizons to meet this challenge because “of their reputation in the industry - they are very well known and very willing to work with you to create a custom training program.” To tackle this issue New Horizons and Dunkin Donuts worked together to create a training course that consisted of two hours of instruction and two hours of hands-on practice in order to increase comprehension and retention of the material.

To gain a complete understanding of the application, New Horizons instructors from multiple learning centers attended on-site training with Power Net subject-matter experts at Dunkin Donuts’ facility. This allowed franchises to attend training at multiple locations in the U.S. New Horizons then created eLearning content, using its Online ANYTIME delivery method, to supplement the instructor-led course. This process allowed New Horizons to deliver the entire solution, from courseware development to instructor delivery.

Results

With the help of New Horizons, Anthony successfully reached the goal to train 2,500 Dunkin Donuts franchises on the new online ordering system in three months. “After training, everyone was up and running right away,” said Anthony. “We no longer have to process orders in-house which saves us time. We are at 95% utilization of this new system and not only are our employees happy, so are our customers.”

“We went to bid with a few training providers. We chose New Horizons because of its reputation, multi-location training facilities and delivery capabilities.”

- Anthony (Tony) Iamurri, Director of Information Technology, Dunkin Donuts Mid-Atlantic Distribution Center

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. We help you tie your learning needs to your organizational objectives. Whether your goal is to outmaneuver the competition, expand your business, or weather a downturn, adapting requires learning. New Horizons supports the achievement of your vision and the execution of your strategies by helping to develop your core competencies.

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