

## *Case Study From LBi Software*



# HCM USER TRAINING

# The Business Challenge

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**technologists**  
*and business analysts*  
*allowed the team to*  
*create a successful*  
**training**  
*session plan*

## **The Challenge**

Sometimes some personal coaching goes a lot further than reading from a training manual.

Long-time veterans of our client's payroll and benefits departments wanted to learn to use a query tool packaged with their Human Capital Management (HCM) system to assist them in creating test cases for SOX compliance.

Rather than spend thousands of dollars and precious days in standardized/general training courses offered by the HCM application vendor, our client called on LBi to create specific classes to fit their immediate need.

## **The Solution**

Our subject matter experts quickly put together a comprehensive and intensive training plan. The materials prepared included a printed how-to training manual, an electronic presentation, and a booklet of examples showing step-by-step processing. Mock training classes were held internally at LBi's solution center to fine-tune the class material and delivery. LBi's unique blend of technologists and business analysts allowed the team to create a successful training session plan.

Our instructors met with the payroll and benefits departments for a two-part session. The participants learned everything they needed to know to build and execute simple queries, enabling them to better choose cases that fit testing scenarios.

The students were given reference material to help them to apply this new knowledge in the "real world."

## **The Benefits**

Functional HCM users became better acquainted with the technical aspects of their environment. Today, they are better testers and more prepared to answer SOX-compliance questions.

## ***About LBi Software***

LBi Software provides precisely engineered, customer-focused human resources technology solutions developed from more than 30 years of experience in HR technology and HR processes. Our flagship solution, LBi HR HelpDesk, is an innovative case manager and call-tracking workflow solution that creates a rich and powerful knowledge base on the fly. Our organic belief in – and solid reputation for applying – a true client-vendor partnership on every project ensures a highly configurable solution designed to put the power in the hands of the employee. In addition, every LBi project is supported by our rich experience and expertise in Mobile Development, Business Intelligence, Data Warehousing, and Reporting and Analytics.

***LBiSoftware.com***

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