

CASE STUDY

DUBLIN AIRPORT AUTHORITY

Attention *to Detail*



Organisation

Dublin Airport Authority

Services delivered

Customised Oracle Training Program

Business benefits

- An efficient and cost effective way to deliver comprehensive training to staff.
- The benefit of customisation which gave staff confidence in the new system.

Customer's Challenge

Dublin Airport Authority an Irish state owned company with responsibility for the operation, management and development of Dublin, Shannon and Cork Airports. When Dublin Airport Authority decided to implement an Oracle ERP Financial Management system, they recognised the critical role that end user training would play in the acceptance and efficient use of the new system.

However, in order to deliver this training, Dublin Airport Authority was faced with a number of challenges. Firstly, there were 18 different Oracle 11i Financial Management Modules to be taught to the right people, ranging from the "mainstream" modules (General Ledger, Accounts Payable etc.) to the more recently available modules such as iExpenses, iProcurement and so forth.

Secondly, they had to deliver this training to around three hundred people at three locations nationwide in a relatively short space of time.

Finally, the training needed to coincide closely with the yearlong implementation and rollout of the Financial Management system. Train people too early and the knowledge may be lost by the time the rollout occurs. Train people too late and the effective rollout and subsequent business benefits may be negatively impacted.

Fujitsu Solution

Dublin Airport Authority could have chosen Oracle Official Curriculum training, but decided instead that customised training would better suit their needs. In order to fulfill this need, Fujitsu and Dublin Airport Authority worked closely together to develop and complete a "Training needs analysis". This enabled the writing of a comprehensive Training Plan, and helped with the development of the customised training material. This was subsequently successfully managed and delivered by Fujitsu to the Dublin Airport Authority staff nationwide.

Benefits to our Customer

The key benefits to Dublin Airport Authority from the Fujitsu approach to Oracle Training:

- **Cost Effectiveness:** Fujitsu provided on-site delivery of the training programme direct to the three hundred end-users from across a spectrum of 18 Oracle 11i ERP modules, which kept training cost from spiraling.
- **Customisation:** Fujitsu's programme offered custom training which eliminated unnecessary training and combined all training into one cohesive whole, whilst accurately matching the user's actual environment.

- **Confidence:** Dublin Airport Authority's staff were motivated and unafraid of the challenges of the new system as a consequence of the expertise of Fujitsu's trainers (in total, 600 Participant Evaluations were completed, and all met or exceeded the Service Level Agreement).
- **Efficiency:** Fujitsu provided timely training which ensured that training delivery took place in accordance with the overall Project Plan.

Our Approach

The Fujitsu training development and implementation approach included the following:

- **Training plan:** This provided the roadmap to the successful implementation of the Training Programme. Fujitsu's Training Plan addressed the core issues of audience profile, training material scope, risks, resourcing, scheduling, and quality assurance.
- **Customised training:** Dublin Airport Authority wanted training materials developed specifically for their needs. The training materials needed to reflect the system as a Dublin Airport Authority staff member would experience it in their day-to-day jobs. Fujitsu provided screen shots, data, and exercises which were drawn from the Dublin Airport Authority live and development systems.

- **Training delivery:** Once the customised training materials were in place, the training delivery commenced in accordance with the Training Plan. This enabled close monitoring to ensure that the training objectives were achieved.

Our Expertise

Fujitsu is a worldwide leader in the implementation of Oracle-based solutions, covering strategic consultancy, application integration, training and managed services.

As an Oracle Global Alliance Partner, a member of the Oracle Partner Network and an Oracle Certified Partner, Fujitsu has full access to the latest Oracle technology, training and staff.

Fujitsu has a proven track record in providing comprehensive training programmes, from planning right through to delivery. Fujitsu have a number of proven training methods which include: Train the Trainer, Direct End-User Training and E-Learning.