



highpoint  
implementation and training services

## John Laing

John Laing is a specialist owner, operator and manager of public sector infrastructure assets in the UK and internationally, with expertise in the management of development risk, project financing, asset management and operations. Working with chosen partners and the project supply chain John Laing have built an enviable reputation as a market leader in the privately financed form of infrastructure renewal and modernisation, long recognised as a key element of public sector procurement policy.



### The Brief

As part of their comprehensive project management plan for the implementation of Agresso 5.5.3, the John Laing invited Highpoint to develop training support materials and run training courses for both Smart Client and Self Service users. Work included provision of a training manager to oversee all aspects of the training programme and developing and delivering support materials and programmes.

#### Developing Smart Client courses:

- Introduction to Agresso Smart Client.
- Accounts Payable
- Account Receivable.
- General Ledger
- Project Costing and Billing.
- Fixed Assets.

#### Developing Self Service courses:

- Introduction to Agresso.
- Timesheets
- Expenses
- Requisitioning.
- Management Functions.
- Building a training client in support of training.

## Our Contribution

### Smart client users

Following extensive consultation and close cooperation with the John Laing project team, comprehensive user guides were developed that covered all aspects of the Agresso functionality employed at John Laing.

Training workbooks were developed as the basis for a series of half day training modules. These offered finance employees the opportunity for 'hands on' experience using the system.

Support was also provided to enable members of the finance team to deliver training to other members of staff.

### Self service users

Following an initial training needs analysis a comprehensive programme was developed. The purpose of this was to ensure competency of all staff, in all areas of functionality they would be expected to undertake.

The core of the project was a series of highly focussed workshop sessions of no more than 90 minutes. Participants, working on training PCs in small groups, were offered 'hands on' experience of Agresso. This took the form of a series of workbook exercises under the guidance of a Highpoint trainer. Comprehensive user guides were also provided, complemented by quick reference guides and a library of on-line 'e-movies' covering key operations.

Training was carefully designed so participants received tuition only in areas of direct relevance to their work, and case studies/exercises were drawn directly from relevant work areas.

## Further information

The training package was delivered in two phases. Phase 1 where in the region of 400 delegates attended the courses and Phase 2 for the remaining staff. The project was completed during 2011.

On-line feedback questionnaires were distributed at the conclusion of each session to obtain immediate feedback. Nearly 92% agreed that they felt confident to use the system without any further training.

During both sets of programmes Highpoint worked closely with the GMC Agresso development team to ensure feedback from the training programmes further informed the development process.

## Client Testimonial

Highpoint provided the complete training solution for our Agresso implementation. The team quickly understood our business and fitted into the project team. In addition to the provision of the training material, they also contributed ideas to the final system design which made the system more user friendly.

Their approach was always professional and considered and the feedback from the courses was good. The Highpoint team made a positive impact upon the team and the successful outcome of the project.

Richard Cocks.  
Project Manager  
John Laing plc.

## About Highpoint

Highpoint Implementation Services Ltd is a preferred training and implementation partner of Unit4. Founded in 2007, Highpoint operates within the Public, Higher education and Commercial Sectors.

Highpoint provides a range of services extending throughout the Agresso implementation lifecycle. Starting with Needs Analysis and design and extends through implementation and development supported by expert consulting and project management. Highpoint harnesses its implementation expertise within a suite of modular training services targeted at users' needs from e-learning to hands on class room training.