

Enterprise Application Training



If it isn't customized, it isn't going anywhere.

CREAT

CUSTOMIZED RANGE OF ENTERPRISE APPLICATION TRAINING

Customization of training—or the lack of it—makes all the difference between successful and sub-optimal enterprise application rollouts. The rigid designs of off-the-shelf courseware lack the malleability to fit diverse organizations' specific needs. To safeguard your organization's investments in enterprise software, your training program needs to ensure that:

- The training is designed to map to your exact needs.
- Time taken off for training is minimized.
- Employees are fully competent at go-live for optimal utilization of the application.
- The geographical spread of your employees does not pose a barrier.

A smooth enterprise application rollout can only be achieved through a true training partnership. It calls for tight integration with the software implementation team, as well as coordination with process owners and the end-users.

The key benefits of CREAT are:

An end-to-end change-management partnership

For a systematic implementation, TIS seamlessly interacts with both your implementation partners as well as your process owners. This ensures that employee training runs parallel to the development and implementation of the software application and is rolled out to employee groups in a phased manner.

Fully customized to fit your specific needs

CREAT components are flexible to suit your implementation. The training programs focus specifically on your organization's training processes and employees' needs, covering the internal issues relevant to organization-specific roles and policies. CREAT allows for updates to content so that reflected procedures and internal policies are always current. Furthermore, the content, the visual look-and-feel, and the technical functionalities mirror your organization's software application.

Synchronized with rollouts to ensure productivity from day one

CREAT is designed to ensure that your employees deliver and meet targets from day one on new software applications. It results in reduced overheads, as employees put their tools to optimum use, meet deadlines, and achieve targets.

Geography-independent to reach all your employees

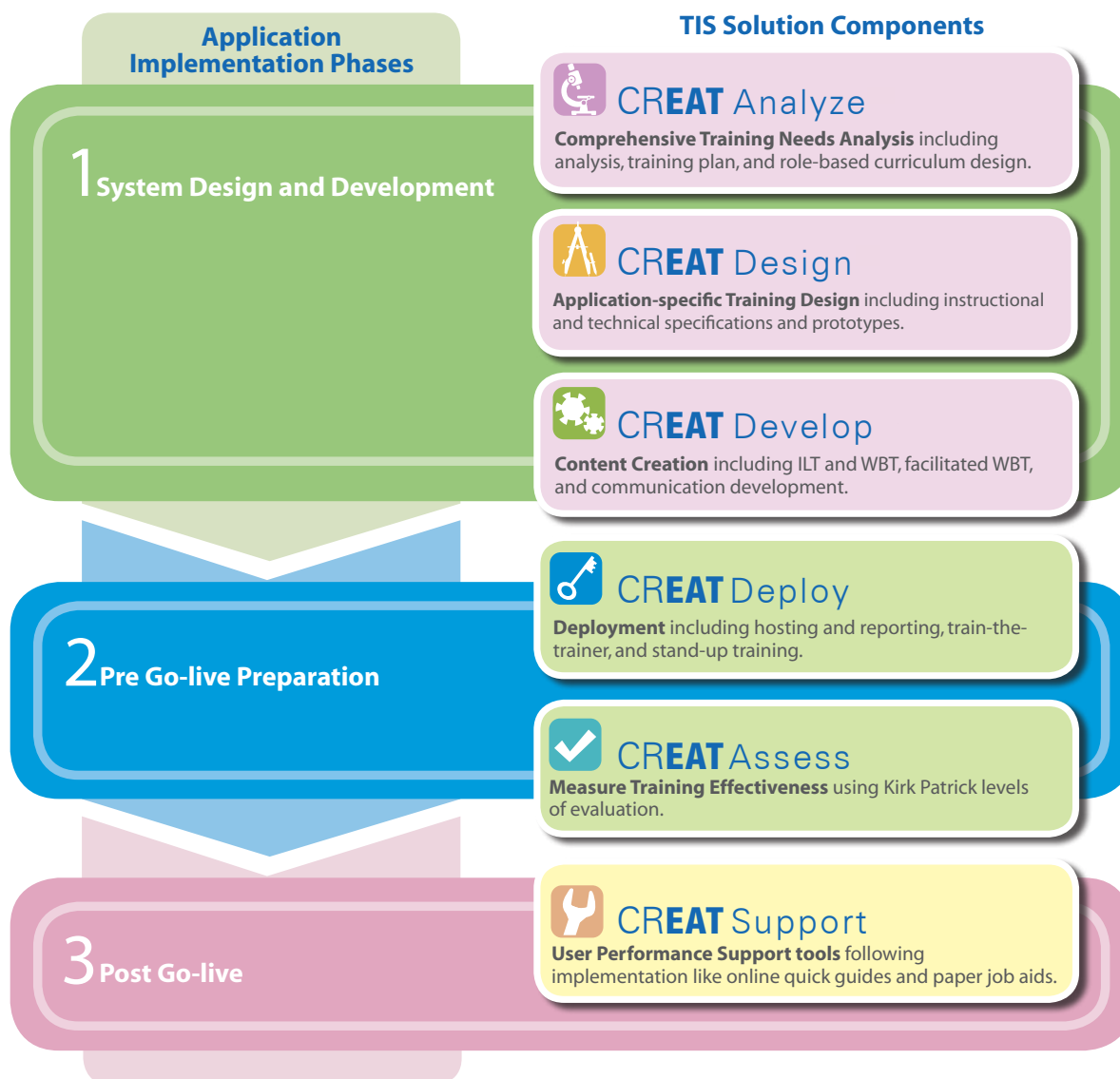
CREAT ensures that the training reaches all your employees in various locations so your geographical spread is no more a barrier. Furthermore, the training content addresses localization issues to suit cultural differences.

Key clients

Avaya
Amadeus
British Airways
British Telecom
Citibank
Coca-Cola
Diligenta
Fifth Third Bank
McGraw-Hill
Reuters
Royal Mail
The Nielsen Company
Vodafone

CREAT Components

CREAT components provide solutions through the entire application implementation process, right from the initial system design and development phase to the post go-live phase.



Choose a customized solution comprising any or all components to suit your specific training need.

Tata Interactive Systems (TIS) adopts an instructional design approach that:

- Simulates your application and its environment.
- Allows employees to gain experience on the application before go-live.
- Assesses employee readiness.

The CREAT (Customized Range of Enterprise Application Training) components from TIS are based on extensive and in-depth understanding and experience gained over a multitude of successful enterprise application training implementations.

About Tata Interactive Systems (TIS)

Tata Interactive Systems (TIS) is the world's leading developer of learning solutions. TIS' learning solutions are designed to enable organizational initiatives across industry verticals including Education; Government and Defense; Telecommunications and ICT; Pharmaceuticals and Health Care; Banking, Financial Services and Insurance; Airlines, Transportation, Logistics and Hospitality; Consumer Package Goods; and Manufacturing, Energy and Construction. With a team of over 600 multi-disciplinary specialists, TIS creates 3000+ hours of learning content across 160+ concurrent projects every year. TIS' solutions have proven their effectiveness at more than 60 Fortune 500 companies, leading educational institutions, and government departments.

TIS' clients include Barclays Bank; Citibank; HSBC; London Stock Exchange; BP-Amoco; United Nations; British Telecom; Siemens; Vodafone; McGraw-Hill; Unilever; British Airways; Emirates; the Royal Mail Group; and the University of Phoenix.

TIS is the only learning solutions organization in the world to be assessed at Level 5 in both the SEI-CMM and P-CMM frameworks. Its solutions have won prestigious awards including Brandon Hall, APEX, BETT, and BIMA.

Areas of Business

TIS caters for three segments – Corporate, Education, and Government. It offers clients learning solutions including:

- Web-based Training & Courseware
- Simulations – to offer immersive learning experiences
- Electronic Performance Support Systems – to provide on-the-job support
- Software Solutions
- Game-based Learning – to enhance learner engagement

The scope of TIS' learning solutions encompasses on-boarding, sales training, process training, product training, curriculum design, assessments, soft skills training, and technical training.

Location

TIS has development centers in Germany, Switzerland, and India. Its sales and marketing operations span the US, Canada, the UK, mainland Europe, Australia, New Zealand, the Middle East, and Asia.