



Synaptis Launches Efficient Worldwide Training

Enhances End-User Proficiency and Adoption in Diverse Workforce



Including How We Managed:

- SINGLE SYSTEM REPLACED MULTIPLE SYSTEMS
- TRAINED INTERNAL & EXTERNAL USERS
- BLENDED LEARNING SOLUTION





The Project

Global giant Cummins Inc. manufactures generators, transfer switches, parts and equipment as well as complete integrated power generation systems. With distributors located in 130 countries, Cummins faced enormous challenges when rolling out their new streamlined enterprise system. The new system replaced multiple legacy systems in HR, Accounting, Engineering, Manufacturing and Distribution with one common platform.

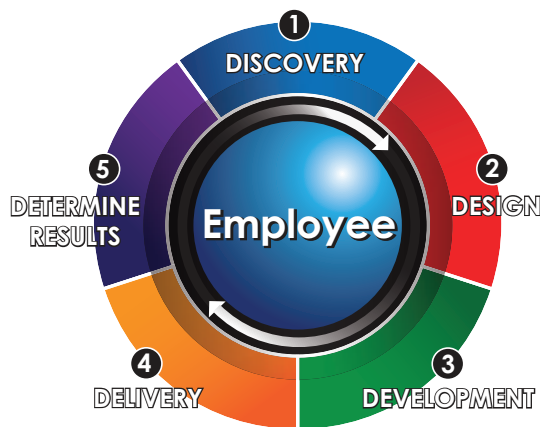
With a decentralized workforce of 2,500 Cummins users and 5,000 distribution users, Cummins struggled with training and implementation and turned to the experts at Synaptis for help.

The Challenges

- Convincing 7,500 unique users that one system could work for all
- Training a diverse group of learners in 130 countries, each with unique learning styles, cultural backgrounds, and language fluency
- Ensuring efficient use of the new system, especially proficiency, with minimal disruption to business

The Synaptis Solution

Synaptis applied their considerable experience to Cummins' challenges through the 5 D method:



- **Discover:** Define training goals
- **Design:** Establish instructional objectives
- **Develop:** Build effective training
- **Deliver:** Optimize trainee access
- **Determine Results:** Measure against goals

Synaptis realized that an online training strategy would accomplish all of Cummins' goals.

Synaptis designed training that incorporated KnowledgeTransfer, UPK and On Demand Topic Development and other proprietary Synaptis tools. These online solutions enabled real-time authoring of content and collaboration by Cummins and Synaptis employees around the world.

“Synaptis was instrumental in helping us train over 1,000 employees for our global implementation of several different systems. We were very pleased with our experience in working with Synaptis.”

– Christine Palmer, Product Lifecycle Management (PLM) Project Manager
– Six Sigma Black Belt Cummins Power Generation

Delivery of the training included a train-the-trainer model, which ensured that senior Cummins training managers could in turn train local employees. Classroom and web-based training reached all corners of the world and harnessed the best technology to engage, educate and empower learners.

Cummins and Synaptis then determined results of the program through evaluation and comparison of the training goals with the outcomes.

Results

According to Cummins, the training was a success. Customers now use a common ordering process, making it easier than ever to do business with Cummins Power Generation. Standard processes, systems, definitions and designs make it easy for the global workforce to discuss projects and implement solutions. Updated internal processes streamline workflow and make it easier for people to work together. Best of all, it improved the Cummins customer experience.

- Improved customer experience
- Increased efficiency
- Standardized communication
- Engaged employees in the process and improved use of new system

Contact Us Today!

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