



Synaptis Saves InterContinental \$1 Million

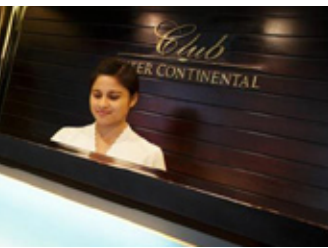
Efficient Technology Streamlines Training – Saves Time, Money and Travel



Including How We Managed:

- GLOBAL WORKFORCE ISSUES
- CULTURAL & LANGUAGE BARRIERS
- BOTH NEW & EXPERIENCED STAFF





The Project

InterContinental Hotels Group (IHG) welcomes 150 million guests annually in over 3,200 hotels in 100 countries worldwide. Their hotel properties are household names: Holiday Inn, Crowne Plaza, Staybridge Suites and others. In 2001, IHG needed a training program for 500 global users of their PeopleSoft Human Resources information system. With this upgrade there were many new users coming into the system, and existing users needed refresher training on new aspects of the system.



The Challenges

Employees to be trained lived and worked in dozens of countries around the world. Each one had varying levels of familiarity with the existing system, and cultural and language barriers also created challenges. All employees needed training on new features but only some needed training in the basic features of the system.



One year after implementing Synaptis training, IHG has reduced system support staff by 40%.



The Synaptis Solution

IHG contracted Synaptis to perform a needs analysis by region to understand existing business processes, communication flows, target audiences and required competencies. The analysis also included information about IHG's existing training materials, training facilities and the operational demands on the target audience.

To reach a large, decentralized, global base of system users, Synaptis developed interactive web-based training (WBT) modules that provided system overviews, key concepts and system demonstrations. These modules were available 24/7, allowing users to access the training with minimal disruption to business operations.

Instructor-led training (ILT) was developed and offered to any user that felt the WBT solution was insufficient to meet their needs. All users, regardless of the training delivery mode, were required to pass an online assessment with a 90 percent score and complete a system challenge exercise to receive their user login for the new system.

To support users back on the job, Synaptis and IHG developed an online help system that provided procedural information, business process documentation and tips compiled from user questions and previous implementation experience. IHG also offered multi-tiered live support in the Americas, Europe and APAC.

Results

- Saved \$1 million in travel costs alone by using web-based technology
- When Payroll and HR groups merged, IHG was able to complete new training within one week, dramatically shortening ramp-up time
- With training available 24/7, users around the world could access training during their scheduled work time, flexibility that was key to successful implementation

Contact Us Today!

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