



Reduce Training Time – Increase User Satisfaction

Synaptis Saves Pharmaceutical Giant Over Half a Million Dollars in Training Costs



Including How We Managed:

- SUPERUSER OVERWHELMED WITH WORKLOAD
- FRUSTRATED EMPLOYEES
- TOO MUCH INFORMATION TO TRAIN





The Project

Quintiles, a global corporation providing support services for the pharmaceutical, biotech, and medical device industries, struggled with training on its InnTrax system. Employee surveys indicated that most employees struggled to learn the system. With six hours or more required to learn the system basics, employees were not allotted adequate time. The current instructional design featured passive instruction with no interaction or application by the learner. Learners couldn't absorb all the information in the training, and without using the information immediately they forgot most of what they learned. The current cadre of SuperUsers (trainers for new hires) couldn't keep up with training all of the company's new employees. Synaptis was brought in to redesign the current training system with the goals of streamlining the training, making it more accessible and useful for participants, and saving money.

Projected cost savings of over half a million dollars and reducing training time down to 1 hour gave Quintiles learner-centered training at a fraction of what they were spending.

The Challenges

- The original system, designed using Lotus Notes' Eloquent, was too passive and too long.
- Six hours of training provided too much information for learners to absorb.
- SuperUsers couldn't devote solid blocks of time to train new hires; each month they offered only two instructor-led sessions of 4 hours each, which could not cover all the material.
- Employees were frustrated by the system.

The Synaptis Solution

Synaptis first analyzed employee feedback to gain a thorough understanding of the challenges. During the Discovery phase, employee onboarding surveys revealed deep frustration throughout the organization at both the quality of the InnTrax system and the time allotted for training.

Synaptis worked with InnTrax SuperUsers around the world to redesign the training system and allow the learner to interact with the materials. Learners complete simulations within the training module and demonstrate capability without the expense of maintaining or creating a demo database.

Next, Synaptis worked with the company to streamline what a new CRA needs to know. By focusing on the basics, Synaptis was able to focus on key take-aways for new CRA's. These findings were incorporated into the Global InnTrax Data-Standard Guidelines.

Lastly, modifications to the training were made using cutting edge instructional methods. Training is now divided into short, interactive modules. These are easy for employees to access, and can also be used as a reference tool.

Results

The results achieved by Synaptis exceeded Quintile's expectations. Not only was Synaptis able to reduce training from six hours to one hour, they increased user satisfaction. Significant cost savings were also achieved. Prior to Synaptis' work with Quintiles, a savings analysis suggested that InnTrax would result in a cost savings of \$34,310. After Synaptis improved the training system, the projected additional cost savings for 2008 is a staggering \$584,000.

The estimated savings analysis Synaptis achieved for Quintiles is as follows:

Total savings to the business	\$618,310
Cost to develop new training	\$ 60,000
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Net savings to the business	\$558,310

Contact Us Today!

www.synaptis.com or (919) 844- 5840 - SYNAPTIS 150 Cornerstone Dr, Suite 201, Cary, NC 27519

