Unisys is a worldwide IT company that specializes in helping public sector and commercial organizations to secure operations, increase data center efficiency and utilization, enhance end-user support, and modernize enterprise applications.

**Challenges**

- Enable the IT services company to effectively train users worldwide to deliver quality services based on Oracle, third-party, and in-house applications
- Ensure support for users after initial go-live, especially for onboarding new employees, as well as remote employees, such as sales and consulting team members
- Implement a flexible training solution to provide various learning options to accommodate individual and cultural preferences across the company’s global operations
- Reduce costs and streamline content development efforts, while improving quality and consistency of documentation

**Solution**

- Implemented Oracle User Productivity Kit to provide a flexible, online learning environment, effectively and efficiently training users worldwide on new IT solutions
- Enabled a collaborative development environment for creating system-related assets and documentation that improves services provided to its IT services clients
- Accommodated individual and cultural learning styles through Oracle User Productivity Kit’s multiple online learning modes
- Reduced reliance on classroom training by 98%, dramatically cutting costs, while increasing employee productivity
- Provided just-in-time training with information access and support when needed, ensuring accuracy and productivity
- Ensured Sarbanes-Oxley compliance by including audit trails of certified employees who had received role-appropriate training for a new Oracle Project Accounting module
- Provided a single content source, deployable in multiple formats, to create, update, and maintain high-quality, creative training and support materials faster and with fewer resources
- Replaced multiple development tools with Oracle User Productivity Kit, facilitating reutilization of assets and eliminating paper-based training tools, ensuring users have access to the most current information