



Unisys
Blue Bell, PA
www.unisys.com

Industry:

High Technology

Annual Revenue:

US\$4.6 billion

Employees:

26,000

Oracle Products & Services:

Oracle User Productivity Kit

“Oracle User Productivity Kit enabled us to efficiently develop and deliver high-quality IT training courses and materials to our employees worldwide. Leveraging the tool’s online environment, we have increased training options for our employees and gained significant cost and time savings—reducing our reliance on resource-intensive classroom training by 98%.”
– Eileen Ernstberger, Training Consultant, Project Controller Officer, Unisys

Unisys Reduces IT Training Costs, Boosts Productivity with Collaborative Training and Documentation System

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