



Case Study – Software Implementation Training

A leading global pharmaceutical company's plan to implement Document Management Software prompted the need for training services.

The Challenge: Drug development requires document-intensive work and the management of those documents is a vital part of doing business in the highly regulated pharmaceutical world. A leading global pharmaceutical company was looking to control its document-based processes by implementing a company-wide Document Management Software system.

In preparation for the implementation, the client identified the need for a variety of training services and sought out qualified providers to assist them with the training delivery.

The Solution: Berkeley Training was engaged by the client to provide a team of consultants with document management software experience. Under the direction of a dedicated Berkeley project manager, the team was responsible for the content development of four role-based user guides, four role-based eLearning modules, matching quick reference cards and an administrative guide.

Based on the success of the content development the client expanded the scope of Berkeley's original engagement to include managing the translation of all materials and modules into French for use at their global headquarters in Paris.

Furthermore, the client was unsatisfied with the vendor providing the instructors for their document management training in the US. The client requested that Berkeley replace the vendor and supply the instructors to train their employees at multiple locations throughout New Jersey and Pennsylvania.

The Result:

Berkeley Training supported the client in successfully completing a wide variety of their training goals in preparation for the implementation. Based on that success Berkeley has been selected to assist the client with a contract tracking system implementation scheduled for 2010.

Client:

Global Pharmaceutical Company

Industry:

Pharmaceutical

Service Provided to Client:

- Corporate Training