

DATASHEET

BIW Technologies (BIW) believes successful implementation of its systems requires an early investment in people and processes, and continued success relies on developing the skills of team members. BIW's implementation provision starts with understanding the team's needs, tailored configuration and basic training for first-time users. It continues with health checks and further support to ensure a speedy and effective 'go-live' across the whole team. The BIW Training Academy then develops the skills of key team members through master classes, advanced functionality training and role-specific training; accreditation is for those individuals and teams aiming even higher.

How successful do you want to be?

The key to successful use of a collaboration application is an intelligent blend of processes and people. Getting this blend right involves experience, time and planning.

BIW implementation and training services bring together solid experience gained from hundreds of successful project roll-outs. BIW's industry experts skilfully and effectively integrate BIW solutions into the project or corporate environment.

Successful projects

An experienced BIW consultant is appointed to each project and uses the structured BIW implementation process to guide project teams through the planning and deployment phases. Tailored configuration integrates the contractual approval process with the document distribution cycle creating a transparent, auditable and secure working environment.

Each BIW training course is designed to induct, involve and inform users across the whole project. Communication is key and by investing time to motivate individuals early in the process BIW facilitates the team's commitment to success at this crucial deployment stage.

Once the collaboration platform is established, it is important that time is taken to periodically review system usage and team performance. A BIW 'health check' makes recommendations based on best practice and experience of similar projects. Helping project teams identify improvements at regular intervals helps them to consistently perform well and achieve best value.

Successful companies

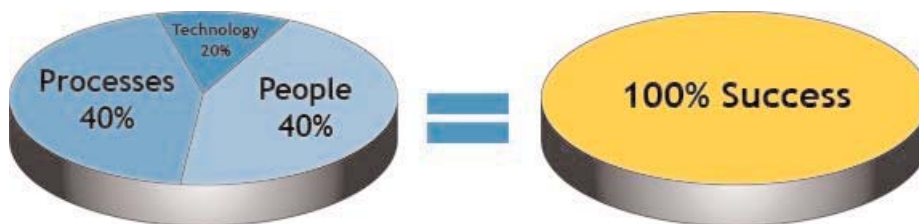
Companies using BIW on very large projects or multi-project programmes generally have one or more users who demonstrate in-depth system knowledge. These key users are often the focal point for questions, assistance and advice. Companies that get best value from BIW appoint one or more key users to train their own teams, keep up with new developments and ultimately manage new project deployments internally.



Key users have specific training and development needs. Where there is a need to accelerate users beyond the basic functionality and give them a thorough understanding of how projects are configured and maintained, advanced functionality training will broaden their skills and keep the users up-to-date with the application of new technical features.

Where achieving best practice, best value and continual performance improvement are the goal, key users should attend one or more of the BIW 'master classes' scheduled throughout the year. Each master class concentrates on an area of system usage. Key users can explore improved ways of working and share their experiences with other users.

Accreditation meets the development needs of key users by verifying their capability to deploy, train and support the use of BIW within their company and project teams.



BIW implementation services

BIW implementation provision is structured to be appropriate to the team's level of expertise, and supports the team through the critical first months. Meetings and training may be held within the client's offices, at BIW's training facilities in Woking, Surrey or its regional office in Nottingham, or at suitable external venues.

Implementation process	<p>Structured series of meetings led by a BIW consultant designed to:</p> <ul style="list-style-type: none"> ■ achieve effective deployment across a project or company ■ determine configuration of BIW platform to best meet client and team needs ■ plan training schedule according to project requirements ■ Explore the benefits of using advanced functionality to streamline time-critical or form-intensive project processes such as the approvals cycle or change management
Project-specific training	<ul style="list-style-type: none"> ■ training customised to address project-specific team needs ■ location to best suit team
Health checks	<p>From a project or corporate review of BIW usage, improvement opportunities are identified including:</p> <ul style="list-style-type: none"> ■ where performance can be maximised ■ new uses to increase effectiveness ■ future needs or issues

BIW Training Academy services

From basic training for first-time users to advanced courses and master classes for users in specific project roles, BIW provides both formal courses and group workshops. Training is typically delivered in one-day or half-day courses held within the client's offices, at BIW's training facilities in Woking, Surrey or its regional office in Nottingham, or at external IT training venues.

Standard basic user courses	<ul style="list-style-type: none"> ■ courses cover the basic functionality of the BIW platform ■ interactive exercises throughout course to reinforce learning ■ open to individual users who want to either learn the basics or refresh their knowledge
Advanced functionality training	<ul style="list-style-type: none"> ■ four advanced courses cover all areas of functionality: publishing, VCE and commenting, process management, document controller and PIC roles ■ courses take users through functionality in-depth ■ ideal for helping project information coordinators (PICs), document controllers and other high-usage users get best value from the BIW system ■ open to individual users who want to expand their BIW platform knowledge ■ delegates are required to have attended a basic user course
Master classes	<p>Master classes bring together experienced BIW users in a workshop environment to learn, discuss and test ideas with the support of a BIW consultant. By focusing on key topics and existing functionality, master classes provide key users with the opportunity to:</p> <ul style="list-style-type: none"> ■ find out how other successful project teams operate ■ learn how to apply functionality innovatively ■ share good practice with other key users ■ work through the implications of using specific functionality effectively
Accreditation	<ul style="list-style-type: none"> ■ Individuals gain accreditation by demonstrating advanced functionality experience and an ability to effectively apply BIW within project teams and companies. ■ Companies gain accreditation for operating an effective BIW implementation, training and support programme.

If you have any questions or require further information on BIW's training academy services, please contact BIW's training academy manager Hannah Jones. Email: hannah.jones@biwtech.com.

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