

Lotus Notes rollout to over 2000 users

Headline have recently undertaken two large projects on behalf of a large government organisation and a national newspaper, which involved the roll-out of Lotus Notes to over 2000 users throughout the UK.

United Kingdom Atomic Energy Authority

Headline were approached by UKAEA in 1998 who wanted to migrate all their staff from cc. mail 8 to Lotus Notes 4.6. This involved training end users at the six main sites throughout the UKAEA - from Winfrith in the south of England to Dounreay near John O'Groats in the north of Scotland!

We designed a half day program to suit the specific requirements of the organisation and began delivering the training in the autumn. A large, multi-site organisation such as UKAEA quickly reaped the benefits of Notes and the courses were greeted with enthusiasm.

Over a period of 4 months, we conducted half day training courses delivered to groups of 6, covering the main aspects of email, calendar and tasking.

Due to the nature of the business, many employees were unable to attend the scheduled training. This resulted in Headline delivering "one-to-one" training at the delegates desks, focusing on those aspects of the software which were most applicable to their work function.

We also delivered some specific training on demand to cover the use of Notes Mobile allowing users to access their email from home or whilst travelling.

Help Desk

Post training, Headline trainers manned the helpdesk for the "go live" period in order to deal

"Headline have always delivered high quality training throughout the organisation. On this recent project they have been flexible and worked closely with the IT department in order to deliver a smooth training program and migrate the users.

Chris Broad, IT Director UKAEA

quickly with any queries or problems encountered by the users.

The Independent

The Independent (UK) Ltd contracted Headline to assist in the installation of a large advertising and production system to produce the flagship Independent and Independent on Sunday. Prior to starting training on proprietary applications, Headline trained all 120 advertising personnel on Lotus Notes version 5. The courses were either upgrade courses for existing 4.6 users or new users who had not previously used the software.

Again we designed a specific training course to suite the requirements of a busy National Newspaper. Although the company had been using Notes 4.6 for some time, most users were self-taught and were ignorant of some very powerful features in the software.

The course was accompanied by "crib" sheets and handouts which the user could refer to post training as a memory jogger.

The training was well received by all delegates who see Notes as an integral part of their daily job function.