

CASE STUDY: FMC COURSE SUPPORT

BAE SYSTEMS

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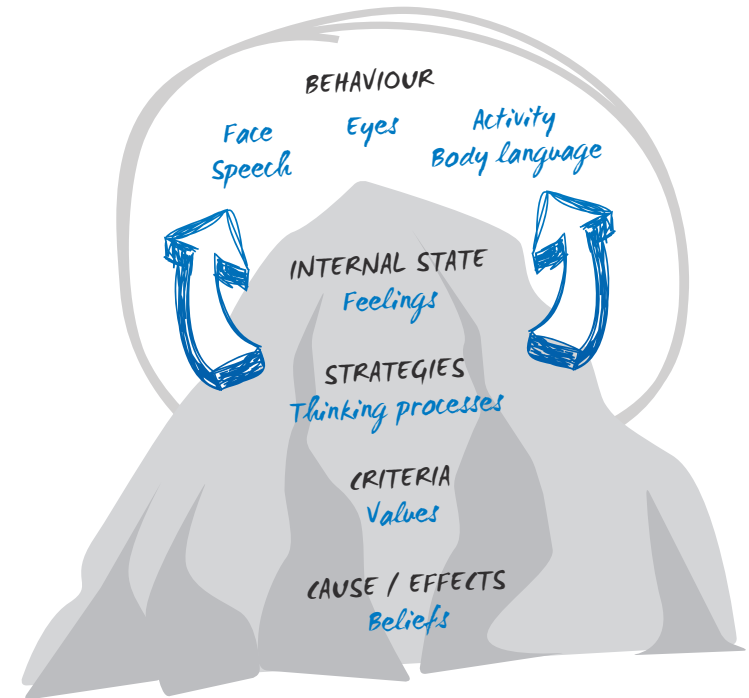
FMC COURSE SUPPORT

The challenge

BAE Systems are one of the world's leading aerospace and defence companies. Following the design of a complex e-learning package (Financial Management of Contracts) for the company's accounts department, Epic Service Desk were asked to provide comprehensive support package: firstly, first-level technical support in order to resolve any immediate usage problems; secondly, second-level infrastructure support, including content updates; and lastly, ongoing course administration, designed to increase user participation.

The solution

Epic Service Desk became the primary point of contact for BAE Systems over the year and a half the course ran. We provided email and telephone support to users, their managers and course administrators, dealing rapidly and effectively with a wide range of technical queries, ensuring ease of access to the online learning materials. In addition, we provided support for more complex queries, in tandem with our development team, and content updates, using the Epic-built Arena Content Management System. We also supplied an ongoing and comprehensive administration package designed to increase user participation and satisfaction; this covered weekly progress reports to senior management, sourcing tutors to run end of course seminars, and regular course update emails to users.



The outcome

BAE were impressed with the scope of the support that the Service Desk offered them, and with the overall speed and efficiency of our service. They were particularly complimentary of the course support we offered, because it was felt that this greatly enhanced the overall learning experience. As such, whilst still running the UK based programme, we were also asked to provide a similar service for their accounts division in Australia.