Rand Worldwide Uses Their Own ProductivityNOW eLearning System to Launch Microsoft Teams Collaboration Platform Company Wide

COVID-19 Precautions Throw a Wrench in Rand's Strategy to Upgrade to Microsoft Teams

With 400 employees in 40 locations across its four divisions in North America, Rand Worldwide had been planning to upgrade its internal communications platform to Microsoft Teams, and had arranged to host in-person training sessions at locations across the country.

Dominic Yu, Director of IT and Project Management, Rand Worldwide, said, "We expected that the move to Microsoft Teams would require a lot of change management, as it was going to change the way all employees communicated with each other. We originally thought that in-person, hands-on training would be the best way to ensure complete buy-in from everyone. Then the health concerns of the COVID-19 virus came about, and we had to come up with another plan."

To ensure the new training plan offered company-specific material, flexibility, and the support needed to quickly train a large, disparate group of people with different skill levels and learning preferences, Rand evaluated several options, including ProductivityNOW, an eLearning solution from their IMAGINiT division. This eLearning platform is in partnership with Eagle Point software.

Leveraging the IMAGINiT ProductivityNOW eLearning Platform

For years, IMAGINiT has provided companies of all sizes with 24/7 access to hundreds of training videos on Autodesk software through ProductivityNOW. Users can access a searchable library of self-paced, video-enhanced eLearning courses that include practice exercises and quizzes to quickly get up-to-speed on the software they need to perform their jobs efficiently and effectively. It also allows for companies to upload their own customized, branded information, so users can learn based on their organization's standards and workflows.

Recently, Eagle Point expanded its online training solutions to include those from other software providers, such as Microsoft. Looking for a new solution to get all employees quickly up-to-speed on Microsoft Teams, Dominic reached out to Kevin Kuker, Vice President, Training/Support Solutions at IMAGINiT, to get his thoughts on using ProductivityNOW. "Using the ProductivityNOW system was an ideal solution for Rand," said Kevin. "Although the Microsoft Teams content is new, the system is proven. Each employee could be assigned the Microsoft Teams learning path on ProductivityNOW, access the training at a time that was convenient for them, and take as much time as needed to go through the exercises and get comfortable with all of the features."

Kevin's ProductivityNOW Solution team at IMAGINiT collaborated with Dominic and the Rand IT team to customize the learning material to meet the specific needs of Rand. The Rand IT team used the reporting function in ProductivityNOW to ensure each employee had completed the required courses prior to the go-live date. "The reporting helped us quickly and confidently move to Teams," said Dominic. "We knew that everyone had completed the training and would be prepared to use the new software the moment it went live."

All Rand Employees Quickly Up-to-Speed on Microsoft Teams

Despite the sudden change in training plans, Rand Worldwide trained all 400+ employees in less than two weeks and completed the upgrade to Microsoft Teams on the original timeline. Said Dominic, "The Microsoft Teams deployment was successful. All users hit the ground running with minimal interruptions to their workflow. While we had multiple options on how to conduct corporate-wide training, after we evaluated the competition and compared features and quality, it was obvious to us that IMAGINiT's ProductivityNOW solution was the **best** option!"