

CASE STUDY

How Microsoft Office Application training improves work efficiency for a County government.

BACKGROUND

Our client is a Florida county government that serves approximately 550,000 residents. As with any county government, the entity is comprised of a collection of departments and divisions that provide a wide range of services including beach and infrastructure maintenance to advisory boards and county councils.

The challenge

Given the wide array of services the county government provides, they employ a very diverse workforce. They realized a segment of their workforce was struggling with basic computer activities. They came to us for help upskilling their staff on Microsoft Office applications. A significant pain point was how to help workers in the field overcome their discomfort with computers.

OUR SOLUTION

We worked with entity stakeholders to identify the challenges employees faced and the overall objectives the organization wanted to achieve, including how to help workers in the field become more digitally savvy. Based on this information, we developed a customized training solution focusing on Microsoft Office applications that met the entity's goals and made helped workers to improve their basic computer skills.

Our customized training was delivered in-person by a certified SME via a 12-month learning series. This allowed the organization's entire workforce to participate without disrupting work schedules or compromising productivity. It also allowed us to upskill their workforce on the entire Microsoft Office application suite. The training included lectures, hands-on exercises, one-on-one mentoring, and study materials.

RESULTS

1. The organization's workforce increased their computer capabilities and improved their knowledge of Microsoft Office applications.
2. All employees use Microsoft Office application to be more productive, efficient and effective.
3. The organization delivers better customer service and faster response times to their residents which contribute to the organization's overall success.

WHO WE ARE

CCS Learning Academy is the professional training division of CCS Global Tech, a full-service technology provider. We use our connection to CCS Global Tech to stay abreast of current technology trends, developments, and needs. We use this information to inform our training offerings, which change to align with the current environment. We've been providing high-level technology and business training to professionals since 1997.

Unlike many technology training providers, we are tech professionals first. This means you learn from certified, working professionals who bring real-world experience and scenarios to your learning. We also partner with industry-leading education developers to ensure you're receiving up-to-date information that contributes to your career advancement.

OUR TEAM

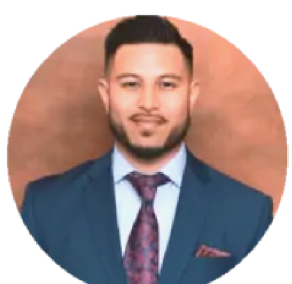
Click names to connect on LinkedIn.



Hitesh Jain
COO and CFO



Anand Dandapani
Director of Global Education



Joshua Dominic Prado
Veteran Talent & Development Program Manager

AT A GLANCE

Challenges

- Creating a comprehensive learning curriculum and approach for adults with low computer knowledge
- Develop impactful on-site sessions that include hands-on exercises and individual support

Results

- Improved operations
- Upskilled employees capable of performing routine tasks efficiently via Microsoft Office applications
- Improved data and process management
- Happy customers

WHY THEY HIRED US



Customer service

We listen collaborate, and create effective customized solutions.



Fully credentialed

We are an accredited and certified training partner with industry-leading learning vendors



Platform flexibility

We offer both virtual and inperson learning to help leverage training dollars



Technology expertise

We're technology professionals who use our expertise to inform our training offerings.

ACCREDITATIONS & PARTNERSHIPS

