

Case Study

Project: Document Controller Training

Introduction

D2's Information Management team was approached to provide training sessions and training material on the projects currently in progress in the Rail department of WSP Parsons Brinckerhoff, Manchester.

Deliverables

Our Information Management team worked from the WSP PB offices to create bespoke training material, tailored to the processes and procedures required for individual projects. The projects included Northern Hub Central, Blackpool Depot, Crossrail, East West Rail, High Speed Two (HS2), Macclesfield Resignalling and Great Western Electrification Programme (GWEP). Introductory basic training sessions were completed from the client's office followed by advanced Document Controller training, which covered project specific versions of Bentley ProjectWise, ProjectWise Administrator, Bentley Enterprise Bridge (eB) and Opentext Content Server.

Challenges and Solutions

The Information Management team faced some challenges, due to the range of projects and systems in place. This meant that the training material for each project had to be very carefully produced, as what applied to one project or system did not necessarily apply to another. To maintain the highest quality for all deliverables, standard training material was produced from the beginning of the works, which allowed each project to be amended as required from a shared source. This meant that all materials followed a common setup and were easy for the client to navigate between projects.

Client: WSP

D2's Information Management team also found the project timeframe to be challenging, due to the client's submission deadlines. However, the team worked flexibly around these deadlines and quickly tailored training sessions to suit the upcoming submissions and knowledge required for them.

Benefits

D2 provided training for this project for both beginners and advanced users, through the production of clear and precise training material. This knowledge and experience can be taken forward to all new projects. D2 were also asked to return to WSP to provide further training to their engineering teams, proving the success of the project.

Client Testimonial

"D2 have provided us with a very professional service. By understanding of our organisations specific requirements, their trainer, Rebecca Pratt carefully prepared a syllabus and tailored the classes to suit users at all levels of competence, whilst providing support after the sessions for further questions and guidance. Her training covered 4 different Document Management systems in use on over 7 different projects. The results of the training has proved to be extremely beneficial to the immediate teams, so much so that we requested a second round of training the following month to include the wider project teams. I would highly recommend D2, their training sessions are engaging and the course materials are a step by step guide to avoid any confusion. All in all an extremely valuable learning experience for our teams."

Graham Hutt, BIM Manager

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