



firefly

Supporting Learning through Innovation

Award winning technical help for 100,000 learners



Background

BT's new Learning Management System (LMS) went live in March 2006, supporting staff in hundreds of office locations plus over 10,000 home-workers. Its 3000 training sessions - delivered online, in classrooms and distance learning, and covering subjects from customer service, health and safety to computer skills - are available to all BT's 102,000 staff, from the most junior through to chief executive Ben Verwaayen.

For a successful launch and beyond, the LMS had to be well supported: staff must be able to find information, raise questions, and get solutions - quickly, easily and cost effectively.

Requirements and approach

Past experience taught that although the LMS would be rigorously tested, thousands of users might experience technical problems such as PC configuration and build, firewall issues or plug-in requirements. BT determined that the best, and most cost effective, way to deal with such problems would be through an online self-service system, which would:

- Provide access wherever and whenever staff need - i.e., over the internet and using a browser
- Enable staff easily and quickly to find comprehensive information and accurate solutions
- Support a large, and constantly changing, number of potential problems, issues and information requests
- Be updated easily and quickly by the learning team - not IT
- Help the learning management team identify trends and issues needing their attention.

BT selected Informavores' software tool, Firefly, as the product best suited to meet the challenges of creating the system, Help2Learn.

Creating the solution

Using Firefly, BT's learning management team mapped out all potential support requests and responses as decision trees, or 'Spark Maps'. These decision trees were then published to generate user-friendly, interactive 'wizards', viewable through a web browser, which guide staff efficiently from their problem to an appropriate solution.

Informavores' intuitive authoring tool, and its cutting-edge 'insertion' technology are the 'x factors' which make it easy for non-technical staff to create and deploy software applications. Spark Maps are easily drawn by learning and PC support staff using drag and drop. With insertion, these solutions (technically, software applications constructed in HTML/XML) are deployed into a production environment - with complete control and safety. This cuts out the need for technical change management: allowing the learning team, if they need, to provide a solution to a new problem within minutes.

BCS IT 2006
PROFESSIONAL AWARDS
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BT's Help2Learn solution selected as a finalist in the 2006 IT awards



Solution focus

- Knowledge base provides access to information and support
- Interactive procedures walk through technical problems for diagnosis and resolution
- Train users within minutes, and help 'authors' in days
- Links in to learning management systems as required
- Respond very rapidly to new requests

Solution benefits

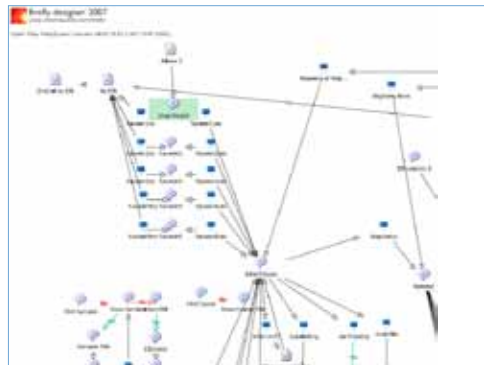
- Learning and PC support staff build procedures - not IT
- Developed within a month by BT team (minimal consulting help)
- Minimal training needed for users
- Minimize IT - maximize ROI

Technology summary

- Firefly
- Uses J2EE, HTML, XML, SOAP
- JDBC compliant database
- J2EE server



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Delivery - and results

Once Firefly was selected, installation, training and deployment took just one month, allowing the project to be delivered on time and budget.

Initial usage statistics for Help2Learn indicate its success. The previous call centre helpdesk received an average 3,000 calls per month between 8am and 5pm. In June, just 2 months after it was launched, Help2Learn handled 1,296 more queries than the previous system and 340 LMS users were able to access solutions out of hours - all achieved with a substantially reduced support cost.



Informavores develops business orchestration software which revolutionizes the way call center and web based customer interactions are managed. Informavores enables its clients to reduce their costs whilst improving their sales, support and customer services functions.

Our unique technology is business-user focused meaning that our transformational solutions are built and managed by business people not by the IT department. Our solutions become deeply embedded within our clients' infrastructure so that time consuming activities such as CRM data entry or post call dispositioning are completely eradicated.