

# INTERMEC TECHNOLOGY CORPORATION MANAGES CLIENTS NEEDS & EXPECTATIONS WITH ADVISOR ENTERPRISE

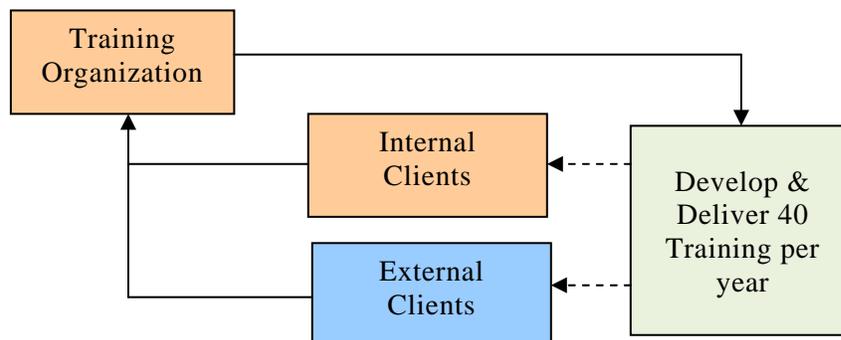
“With ADVISOR, we can quickly and accurately forecast training costs, communicate results and manage requirements as project scope changes.”

Jeff Reynolds  
Manager, Global Sales & Technical Training  
Intermec Technology Corporation

## CLIENT

Intermec Technology provides Automated Information and Data Capture (AIDC) products and services. These include: Radio Frequency Identification (RFID) Readers, Bar Code Scanners, Hand Held Computers, Printers, Networks and various applications and software products. In addition to designing and building the industry’s most complete lineup of rugged, reliable and versatile equipment, Intermec Technology leverages on their strong relationship with resellers and partners to seamlessly integrate and harmonize their products with clients’ networks, platforms and processes.

The training organization caters to the needs of both Internal as well as External clients with primary focus on the development and delivery of technical training for new products to system engineers, service engineers and technical support. To keep up with the 4 to 5 annual major product upgrades, the training organization develops and delivers, on average, 40 training programs per year.



## CHALLENGE

The training department is faced with two challenges:

- **Internal Clients:** To meet ISO requirements, customers and marketing product managers rely on the training team to estimate the time, money and resources needed to develop and deliver training programs during the product or program definition phase. Product and training development commences after the plans have been approved. In addition to committing to training costs early in the process, the training team is responsible for updating their estimates as product specs changes.
- **External Clients:** Customized training is also offered to large customers (with 750 plus end users) to facilitate the integration of purchased products in their operation. Customers, typically require an estimate within 24 hours. And, of course, once a proposal is submitted, the training team will honor its commitments.

With the constant barrage of training requests from internal and external clients, the training team needed a simple tool to quickly and accurately forecast the time, money and resources needed to administer, manage, develop and deliver instructor-led as well as self-director eLearning programs. And more importantly, effectively communicate the scope of the training requirements, what is included and how the costs are computed.

Although it was simple enough to generate cost estimates with Excel, simultaneously managing tens of requests for various types of training programs that involved multiple developers, administrators, managers and instructors as well as travel, per diem and Learning Management System (LMS) costs quickly got out of hand. In addition to having to maintain tens of files, it created a bottleneck by requiring all estimates to be conducted by the same manager. Moreover, it was difficult to track and update costs as project scope and resource requirements changed; communicate how time, money and resources have been computed; as well as seek colleagues assistance in validating the estimates.

## SOLUTION

To overcome these challenges, ADVISOR Enterprise “Manage Training Budgets and Resources” and “Project and Resource Management” modules were selected. ADVISOR:

- **Facilitated Collaboration.** Since it is web based, data can be shared among team members and in-turn estimates can be generated by multiple individuals – thereby removing a major bottleneck.
- **Simplified Personnel Management.** Availability as well as hourly rates of all individuals involved in development, delivery, support, administration and management of training programs are stored in a master list that is maintained independently from training programs.
- **Maintained Consistency.** Time needed to develop, administer, manage and support various types of courses; as well as per diem and travel costs; equipment operational costs; etc., was captured and made available to analysts.

- Tracked Projects. ADVISOR's archiving functions facilitated the process of maintaining multiple cost estimates for a single training program to reflect changes in project scope.
- Generated Defendable Estimates. Based on actual personnel per diem, travel and equipment costs, as well as effort needed to develop, deliver, administer, manage and support training; time, money and resources needed for a training programs were computed based on throughput, length and complexity.
- Produced Simple Charts and Tables – to effectively communicate the results to clients.

In short, with ADVISOR Enterprise, team members can now quickly and accurately forecast money & resources needed for one or multiple training programs and adjust forecasts as project scope and resource requirements change.

## **RESULTS**

ADVISOR Enterprise is being used extensively for estimating time, money and resources needed for individual training programs. In addition to quickly forecasting and updating training programs costs as project scope change, the step by step approach simplifies the process for inexperienced users and as well as alerts them for the need to include items that may have missed. With reliable cost estimates in hand, charges to clients can be quickly figured out based on desired Gross Margins and in turn facilitate budgets approval.

## **FINAL REMARKS**

Although ADVISOR Enterprise is intuitive once you gain a basic understanding of the underlying principles, initial support was needed to configure ADVISOR and setup templates to meet Intermecc Technology needs. Maintaining personnel and cost data afterwards is easy and estimating the cost of training program costs is accomplished within few minutes.

## **CONTACT INFORMATION**

For more information on this project, or how ADVISOR can assist you in managing training budgets and resources as well as clients' needs and expectations, please contact:

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