



Over a four week period, 5000 staff were successfully trained in 27 offices, spanning 19 countries around the globe.

International Law firm, Linklaters LLP, engaged Bytes Software Services' training division to help deliver 1,200 training sessions in support of their global migration to Microsoft Office 2010.

The Challenge

To provide Linklaters with a flexible and varied training solution across 27 offices globally, in support of their highly critical Microsoft Office 2003 to Office 2010 migration project.

During initial discussions and a formal presentation process, Linklaters were given a variety of learning options to mix and match, that included classroom, seminar, online and workshops in order to meet their organisational structure requirements.

Linklaters' chosen blended training approach was to use both traditional and distance learning, which catered for their international offices and those working outside of normal working hours. Training session content needed to range from basic skills in all Office 2010 applications, to the more advanced sessions such as enhanced Excel and Visio 2010. Different formats were also required to suit employees' heavy and time consuming workloads, as well as being able to span across different time zones.

All training delivery and materials needed to be bespoke, to reflect the customised applications used within the law firm.

Our challenge was to source a team of Microsoft certified global trainers with the ability to deliver training in fluent English as well as the local language. They also needed to be flexible towards travelling to other regional offices and proficient in various styles of delivery in order to ensure that the Linklaters training budget was maximised at all times.

Project administrators in the form of on-site personnel in the UK and Asia were required to manage training bookings, cancellations and office logistics, as well as handling queries from trainers and learners on a 24/7 basis across the globe.

The Solution

Working alongside our global training partners, we conducted a large recruitment campaign, sourcing trainers

Customer Profile:

Company: **Linklaters**
Industry: **Legal**
Countries: **19**
Revenues: **£1.2bn**
Employees: **5000**
Website: **www.linklaters.com**

Bytes Solutions Provided:

- A team of Microsoft certified global trainers to deliver courses in English and local languages
- Bespoke training delivery and materials
- 24/7 scheduling support
- Onsite Training Administrators to manage scheduling and logistics of training
- 27 trainers to deliver 1200 classroom sessions in 4 weeks

Key Benefits:

- Large, established network of training partners meant that highly skilled, multi-lingual trainers were quickly made available
- A flexible approach with a willingness to plug skills where required
- Able to provide multiple training styles in a blended format which ensured strong uptake within a short time frame
- Highly responsive escalation process

for each office to deliver classroom training in English - with an understanding of the local language. In order to provide a real time and an online solution for employees, web conferencing sessions were planned across the 3 time zones of Asia, Europe (including UK) and the Americas.

To ensure that the trainers were familiar with Linklaters' customised use of applications and to have an understanding of their learning culture, a two week intensive induction programme was arranged ahead of the roll out. In addition, a team of backup trainers were provided to cover any cases of absenteeism.

Specialist trainers were also recruited to train a global user group on Project, Visio, and advanced Excel. This was again conducted via live web conferencing facilities.

A user-friendly 24/7 online system was provided for learners to book relevant courses which was managed by the project administrators, who were also responsible for further training deployment activities.

These included:

- Scheduling course timetables
- Dealing with cancellations and re-bookings
- Liaising with the relevant offices and booking training rooms
- Securing flights and accommodation

To ensure coverage of all time zones, extra resources were on hand in New York and Hong Kong to manage the scheduling of courses, under the guidance of the UK team.

The Result

- 5,000 employees, in 27 offices, across 19 countries successfully trained over a 4 week period
- 1,200 classroom sessions delivered
- 300 live web conferencing sessions conducted by 5 trainers
- 45 trainers and administrators initially interviewed with 29 successfully approved and recruited to the project
- 2 specialist master trainers used to teach advanced user group skills, delivering 14 specialist live online sessions within 20 days
- 2 administrators employed on a full time basis for 40 days throughout the deployment

The Benefits:

From an initial consultation and tendering process, to the above results being achieved, the Linklaters Office 2010 migration training project ran according to the agreed schedule throughout and within budget.



Bytes Software Services were able to provide us with a flexible approach in providing a team of high quality and appropriately qualified trainers to deliver training in a number of our offices. They quickly understood our requirements and provided us with a robust and well supported solution.

Sue Hall, Linklaters Director of ISS

About Linklaters

Linklaters is a leading global law firm, supporting clients in achieving their strategies wherever they do business. The firm uses its expertise and resources to help clients pursue opportunities and manage risk across emerging and developed markets around the world. Their global approach and commitment to excellence ensures the highest standards of quality and service across all their relationships. The firm brings discipline, teamwork and agility to help their clients navigate important business challenges successfully.

Why Bytes for Training

Whether project based, continual or ad-hoc learning, we have a wealth of experience and invaluable resources to help your staff reach their full potential.

We can provide tailored on-site and off-site training solutions with any number of vendor or technology variables. As well as our full software training courses, we also offer help on software migrations, upgrades and any new software features. Just let us know what you are looking for and we will endeavor to provide you with the right course to fit your needs.

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