

Migration of Trader Voice for 1700 Global Users



BRIEF

Techary were engaged to provide a large international bank with transition services during the migration and upgrade of 1700 trading positions.

SOLUTION

TRAINING

Typically, a training session covered the basic functionality of the new technology, and dependent on the user, relevant programming functions specific to their business group. Training was scheduled every hour throughout the day to facilitate the specifically designed training programme. UAT (User Acceptance Testing) was tagged on to the end of the session as well as extra time for any issues/questions the users had.

Quick reference guides were placed on desks on go-live day.

GO LIVE

The same team of trainers supported the traders, which allowed for continuity and instilled user confidence. All trainers were easily identifiable with name badges and had pre-agreed specific areas of support throughout the day. They were also equipped with clipboards and 'Live day fault sheets', where recorded faults were quickly reported back to the Voice team for resolution. A lead consultant was on site at all times to oversee and direct the team, thus helping to ensure a smooth transition.

A dedicated training co-ordinator was agreed as vital to the success of the project. The training co-ordinator's role was to schedule the User Adoption programme across 7 phases over a 6-month period. To ensure successful results, this role needed to work very closely with the desk

heads/business managers and the Trader Voice project teams to build and grow good relationships with all concerned. Spreadsheets were carefully designed and built to manage the scheduling and timelines for each phase.

The training co-ordinator worked very closely with the training team and Trader Voice team on any issues presented at training, namely layouts issues. They also attended live days and managed the support resource to ensure an adequate spread of trainers across the floor.

They ensured that reported faults were properly logged by the support team and chased outstanding faults to ensure issues were dealt with efficiently and to set deadlines.

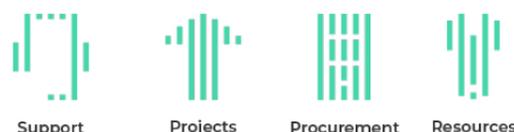
BENEFITS

- Dedicated co-ordination of training was vital in ensuring a high percentage of attendance and therefore a successful migration
- Structured training sessions in a relaxed environment were essential and helped users embrace their new technology in a positive way
- Familiarity with training resource throughout the migration project instilled user confidence
- UAT in training ensured profiles were correct and traders would be fully productive on day 1 of migration



1700
users

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