



Customer Profile

GWA Group Speeds Up User Adoption of Infor M3 with Learning Tools



Facts at a glance.

Products: Infor™ Learning Accelerator

Industry: Industrial Manufacturing/
Furniture & Fixtures

Country: Australia

“We now have a standard set of learning materials across all Infor M3 modules, supporting our M3 business process policy. Coupled with Infor Learning Accelerator, we will have complete visibility into the M3 skill level of every employee in the business.”

—Ken Crocombe, Business Systems Manager,
GWA Group

About the company.

GWA Group Limited is the leading supplier of building fixtures and fittings for households and commercial businesses in Australia, with manufacturing and distribution facilities across the continent. Each of its divisions—GWA Bathrooms & Kitchens, GWA Heating & Cooling, and GWA Door & Access Systems—focuses on designing innovative products that enhance water and energy savings. To learn more, visit www.gwagroup.com.au.

Challenges.

- Implement Infor M3 quickly across all business units.
- Expedite user adoption by all employees before rollout of M3.
- Gain visibility into all data documenting user experiences for use in future training.

Benefits.

- Implemented M3 smoothly in the Bravis business unit, after implementing in the Dux and Caroma Dorf business units.
- Simplified the development of training content for all divisions with Infor Learning Accelerator.
- Easily customized training for each user role by capturing and reproducing user activity within M3 and any application, including over 200 GWA Group business processes.
- Gained well-documented user experience data that all future users can access and leverage.
- Achieved successful user feedback—86% rating “excellent” or “good” for trainer delivery and online lessons, and 68% “excellent” or “good” in area of understanding new tasks and personal confidence to perform job.
- With Learning Manager, provided managers with the ability to deploy, track, and report on any Learning Accelerator-developed content.
- With Learning Manager, gained the ability to manage access to the e-learning lessons and keep records of all employees, including the training each has received and when it was received, plus statistics to measure training program success.

“Infor Learning Accelerator was a great asset during rollout of Infor M3. We based the training on over 200 of our business processes, enhancing user confidence in the real system. And with Learning Accelerator, we can also simulate any computer-based application process in our business besides M3.”

—Fay Harden, Applications Support Analyst,
GWA Group

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