

# Keeping **IBM** staff up to speed with on-site IT training

As new contracts are awarded, IBM Sale needs helpdesk analysts who can keep up with changing requirements. Manpower found a solution to ensure that all staff get the right IT training as and when necessary.

## The **challenge**

Given Manpower's long standing and successful relationship with IBM, it was not surprising that the organisation turned to Manpower when it needed to recruit a number of analysts for its helpdesk operation in Sale, Manchester.

Unlike a call centre, where operatives generally pass the calls on immediately, analysts at IBM Sale must respond to all customer enquiries. The centre operates contracts for a number of clients across a broad spectrum of industry sectors – from financial services to catering. Staff must possess a range of different skills to deal with these contracts.

# I CAN

...and I have

# Meeting the challenge

## The solution

As more and more Manpower staff were recruited to cover an increasing number of contracts, it was essential that these staff were given the relevant training to keep up to date with ever-changing technology.

So Manpower set up a range of IT training programmes on site. The two companies worked in partnership to achieve this: IBM provided the room and PCs whilst Manpower provided the actual training disks, covering a wide variety of programmes. Manpower is unique in providing this training in a computer-based format. Computer-based training (CBT) is significantly more flexible, less costly and much faster than traditional classroom courses.



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## The benefits

The helpdesk operation, which has now grown to 380 analysts, is primarily operated by Manpower staff (80% compared with 20% IBM). As Sue Littler, IBM Sale's HR and Helpdesk Manager explains: "It's helpful to have so many Manpower staff because we are contract driven. The flexibility enables me to match staff numbers with contract terms."

The IT training unit has been very well received by staff. Within its first twenty months of operation, over 2,000 courses were completed and now an average of 200 are carried out each month.

"The training is a very good plus for staff, and a definite benefit for us, as it upskills our Manpower employees," says Sue.

Recently - to accommodate the growing numbers of staff - Manpower has set up an on-site HR team. "This has taken away the pressure of managing the staff," says Sue. "It allows us to

focus more on our core business, which is supporting the customer.

"As a blue-chip multinational company, we need a partner which can provide us with the services we require. We're looking at various strategies for continual improvement, which is what I'd expect from a professional organisation like Manpower," says Sue.

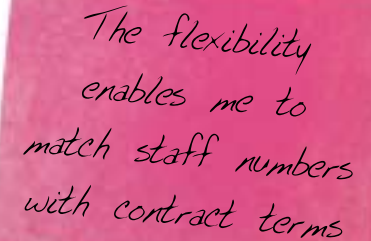
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