



Helping Southern Ports with their user adoption strategy for Dynamics 365 Supply Chain Management

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Southern Ports engaged TTS to help with its internal upskilling program and user adoption strategy.

The Brief

As Southern Ports embarked on the implementation of Dynamics 365 Finance and Supply Chain Management, a significant challenge emerged in ensuring that their diverse user base could effectively leverage the system. The organization needed to target specific user learning requirements that aligned with the implemented processes and features of Dynamics 365 modules, including Finance, Asset Management, Sales, Warehouse and Inventory, Procurement and Sourcing, and Human Resources. Understanding these specific needs was crucial for maximizing the system's potential and ensuring a seamless transition for all users. Specific project requirements included:

1. The need to identify and prioritize key learning objectives at Southern Ports for users and groups.
2. To work seamlessly with the internal implementation and training teams to understand implemented features, processes, and user interfaces.
3. To review systems and environments to target specific installed and configured features.

The Solution

In addressing Southern Ports' specific requirements, the TTS team worked closely with internal stakeholders to comprehensively understand the features implemented and the intricacies of how the organization operates. This collaborative approach allowed us to tailor the training program to Southern Ports' specific needs and included:

1. **Understanding Learning Objectives:** We conducted in-depth consultations to identify user roles, responsibilities, and specific learning objectives. This involved understanding the day-to-day tasks of employees involved in finance, asset management, sales, warehouse and inventory, procurement and sourcing, and human resources.
2. **Content Creation:** Based on the identified learning objectives, we created customized content for Dynamics 365 Finance and Supply Chain Management. This content included detailed training modules, documentation, and hands-on lab exercises to ensure practical application of theoretical knowledge.
3. **Hands-On Lab Exercises:** Recognizing the importance of hands-on experience, our training program incorporated interactive lab exercises. This allowed end-users to apply their knowledge in a simulated environment, reinforcing their understanding of the Dynamics 365 features.
4. **Training Delivery**
A structured training plan, with sessions for end-users and super users. Sessions designed to be delivered in-person and virtually, accommodating the diverse locations of Southern Ports' operations.

Conclusion

A tailored approach to user adoption for Southern Ports will successfully equip its workforce with the necessary skills to leverage Dynamics 365

4. Create custom bespoke content and hands-on labs exercises that map to installed features.
 5. To prepare and execute training initiatives across online and onsite remote locations in Perth and Esperance to a disparate workforce.
- Finance and Supply Chain Management effectively across its locations in Perth, Esperance, and Albany.

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Phone 1300 667 577

International +61 07 3303 0360

Email info@ttsolutions.com.au

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