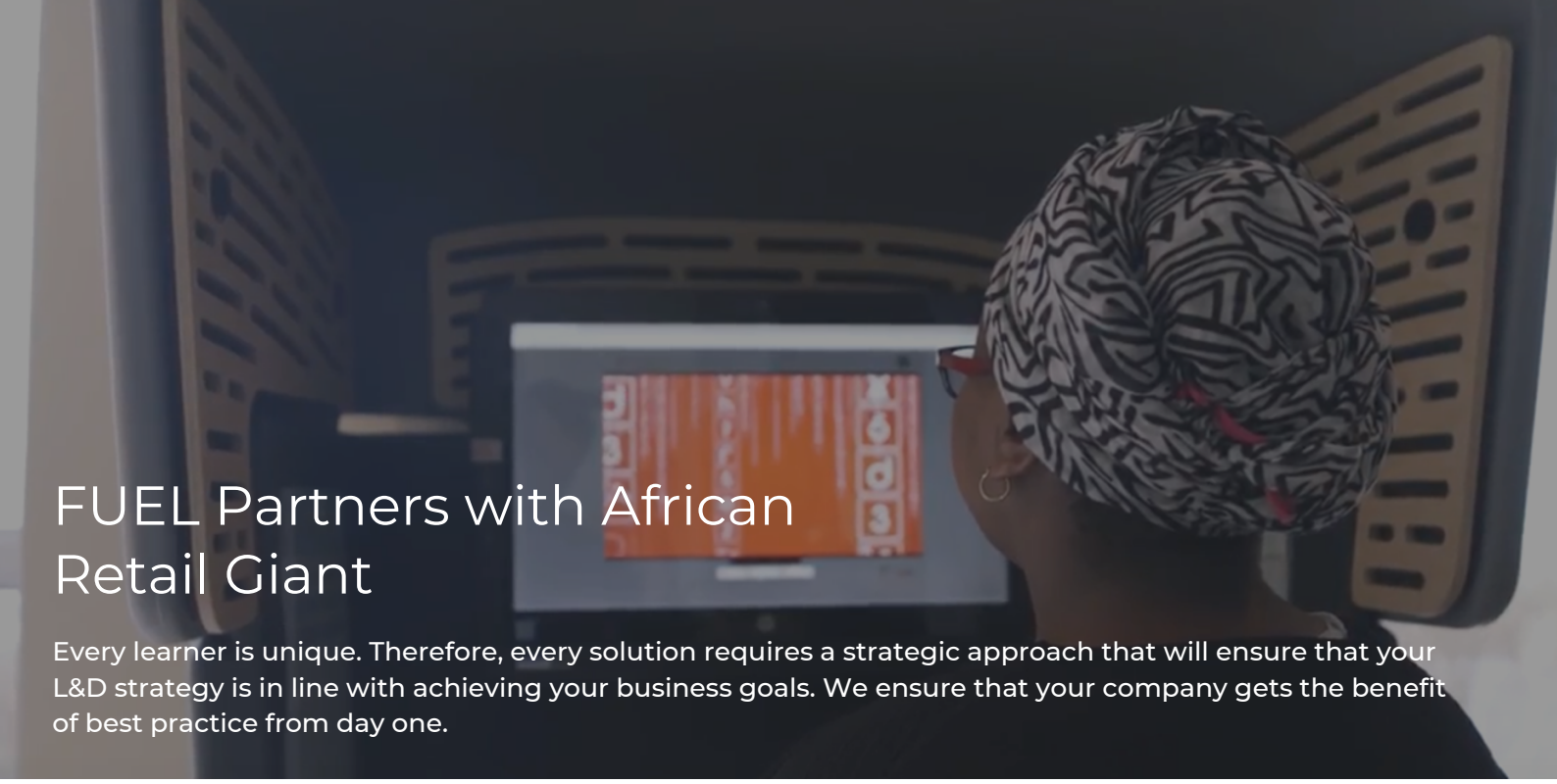


FUEL Partners with African Retail Giant

Every learner is unique. Therefore, every solution requires a strategic approach that will ensure that your L&D strategy is in line with achieving your business goals. We ensure that your company gets the benefit of best practice from day one.

The need

In 2015, FUEL was approached by an African retail giant, headquartered in South Africa, to help them find a solution for their systems training. The company was preparing for a large-scale rollout of an ERP system that would impact their stores and distribution centres. They had a need to train an extensive number of geographically dispersed employees in a relatively short space of time.

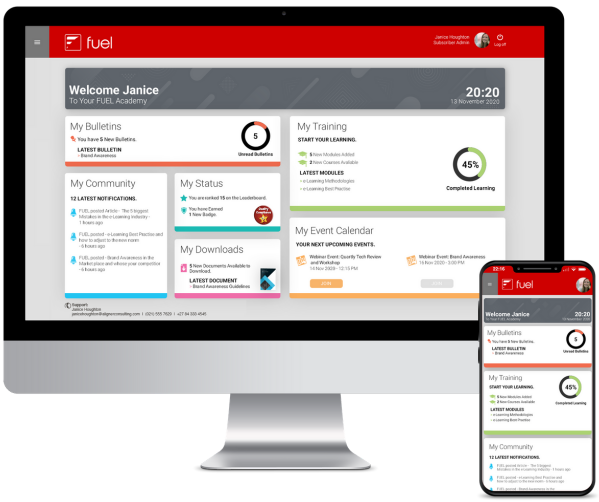
They also had an ongoing requirement to train employees on new systems, or amendments to existing systems, on a continual basis without repeatedly disrupting operations. The company experiences a high turnover rate of operational staff, resulting in a need to continually provide both normal induction training as well as process training.

7,596,121
Training Interventions

2,887
Learning Devices

149,425
Learners

15
Countries



The benefit

FUEL's e-learning system has been extremely successful in meeting the original requirements set out by the client. Employees were trained on the new ERP system in the time allocated before launch. It has now become the preferred system for e-learning in the three supermarket brands and is used for ongoing operational training in topics such as customer service, cashier operations, HR policies and shift management to name a few.

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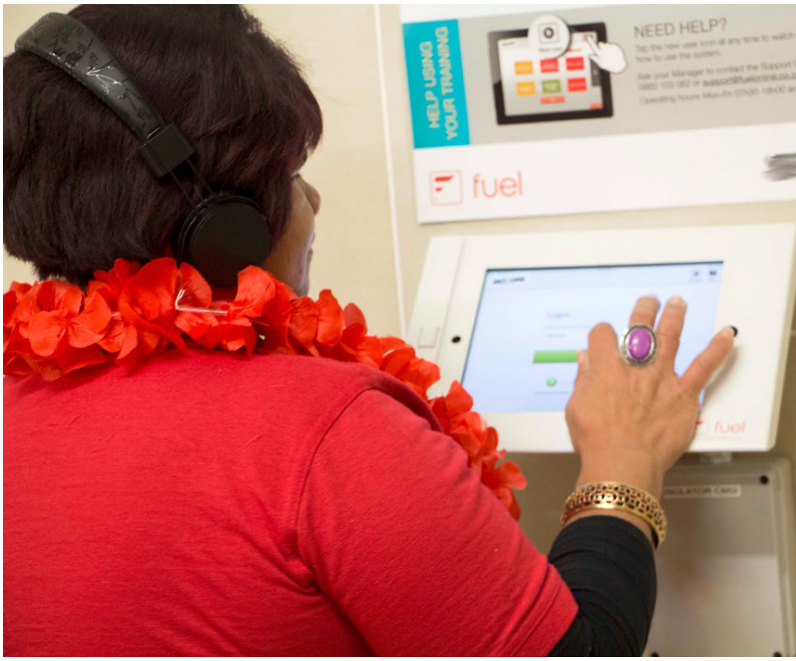
The solution

In April 2015, FUEL ran a proof of concept (POC) across 4 stores in South Africa. The POC was an opportunity for FUEL to comprehensively demonstrate our end-to-end e-learning solution. It was also a practical opportunity for FUEL to demonstrate the various components of project implementation.

- FUEL's learning management system was configured to meet the client's requirements.
- A client branded training application for tablets was created.
- SCORM compliant e-learning courses were integrated into the training application.
- An internet-based web portal for store managers and Head Office was deployed to enable access to reporting and user administration functionality.
- Bulletin (notification) functionality was implemented and tested.
- FUEL produced a full video course as well as worked with the client to provide voice-overs and presenter to camera inserts for existing courses
- 7 tablets, pre-loaded with training content, and 3G connectivity were provided for the duration of the POC.
- Devices were remotely managed and monitored through a Mobile Device Management (MDM) solution.
- A pre-installation site visit was carried out to check mobile signal strength and agreed on the best location for the device bracket.
- A security bracket and a bracket and electrical installation manual were provided to the client's Field Services department.
- Store managers were given a full handover and training on the tablets and training application.
- Training reports were provided on a weekly and monthly basis to store managers and head office.
- FUEL's Customer Support Centre provided email and telephonic support 6 days a week.
- To drive user adoption, posters, guides, an intro video, SMS communications to learners and regular training support calls to the stores were provided.



The POC also gave the client an opportunity to test their objectives around:

- **User experience:** for example, did learners understand what they were supposed to do on the system and how well did they adapt to it.
- **Operations:** for example, did e-learning interfere with store operations.
- **Technical:** for example, could training content be remotely deployed to geographically dispersed devices.
- **Physical environment:** for example, was the store environment conducive to training.
- **Content:** for example, was the e-learning content understood by store staff.

The POC was highly successful with many valuable lessons learnt and this led to the sign off of a full-scale rollout of FUEL's e-learning solution to three of the retailer's supermarket brands, their distribution centres, divisional offices and head office, in 15 countries.

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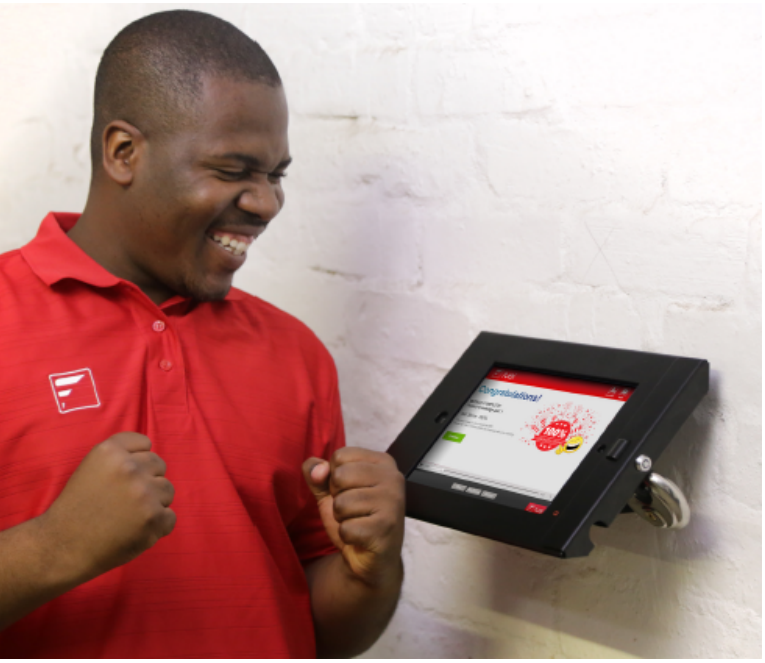

Project rollout

The rollout of the e-learning solution commenced in May 2017 with the last country going live in February 2018.
The scope of the project was to implement over 2 600 e-learning devices at more than 1 200 sites across South Africa and 14 other African countries. It also had to support the three primary languages of business – English, Portuguese and French.

FUEL's responsibility within this rollout was the following:

Technology

FUEL's existing learning management system (LMS), learner application and administration interface were customised to meet the client's requirements in terms of corporate identity, unique functional features and reporting needs.

Nine integration points were developed to enable the flow of data between FUEL's LMS and the client's ERP systems.

A unique content deployment mechanism was developed. The mechanism enables FUEL to send content using the client's network to the geographically dispersed training devices. The mechanism also allows FUEL to monitor the successful download of the content.

A streaming solution for head office and divisional office employees was developed. These employees are desk bound and required an e-learning solution that was accessible from their desktops/laptops.

Hardware

FUEL guided and consulted with the client on their choice of training device. The retailer had a unique requirement to train employees on both touch screen systems and traditional computer-based systems using a keyboard and mouse.

A custom-built learning pod was designed and manufactured to house the e-learning device within the noisy store and distribution centre environment.

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Implementation

FUEL planned, deployed, managed and ensured the timeous and efficient installation of hardware at each site. This required a unique solution and a deep understanding of regulations and customs requirements for each country.

The client had specific requirements with regard to the sequencing of implementation since it needed to match their ERP implementation dates. This required FUEL to work closely with the ERP implementation team.

FUEL technicians physically installed the learning pods and devices at the stores, including imaging the devices, installing the software and pre-loading the available training content.

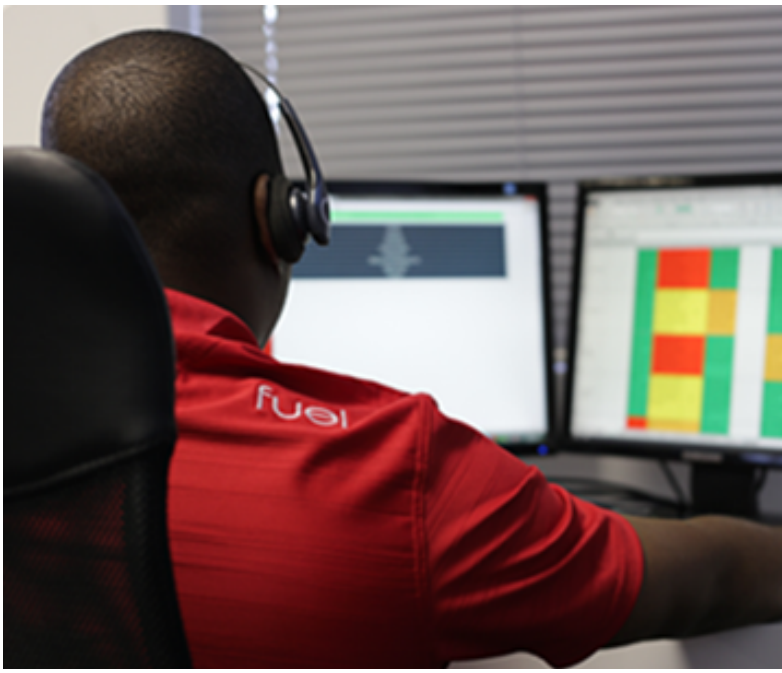
Detailed project reporting and tracking was required in a specific format by the client. FUEL worked closely with the client's programme manager to develop the reports and distributed these on a weekly basis.

Change management

An in-person training session and handover of the system was performed at every store and distribution centre.

Supporting collateral such as posters, guides, FAQs and help information was developed to guide users on the learner application and administration interface.

Guided and supported the client with their internal change management initiatives.



Ongoing support

FUEL is committed to the successful use and adoption of our e-learning system. We continuously engage with the client in many realms, offering our insight, guidance and support. As an ongoing service to our client we offer:

- A dedicated account management function that supports the effective management and performance of e-learning to achieve the learning goals set out by the client.
- A Customer Support Centre in English, French and Portuguese is available 5 days a week via email, telephone and chat. FUEL's Customer Support Centre logs all tickets related to e-learning and the system, troubleshoots issues, escalates issues according to agreed upon processes, and monitors and manages service level agreements.
- FUEL's Customer Support Centre performs monthly training support calls to all stores and distribution centres where e-learning has been implemented. This call serves many purposes – as a proactive support call to ensure there are no issues with the devices and system, answering questions the stores may have, and communicating updates such as new content.
- In-person site visits are made by FUEL's Field Service technicians every second month to stores and distribution centres in South Africa. Our technicians check the devices and system, address any issues with Managers, and communicate updates.
- Content deployment of new e-learning courses is managed and monitored by FUEL's Technical Operations team.
- Monitoring of the integration points and data refreshes is done by FUEL's Product team.
- Technology development is carried out according to an agreed upon roadmap.

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