Case Study: Fluor

Implementing a Global Learning Solution at Fluor

The Challenge of Training a Global Workforce

Fluor Corporation has been designing and executing engineering, procurement, construction maintenance, and project management for more than 100 years. Headquartered in Irving, Texas, Fluor has offices all over the world.

Not unlike other global companies, Fluor needed an effective way to train their employees across time zones and work schedules. Their goals for a global training program included standardization, consistency, and versioning of content. They wanted an online solution where employees could access training and support materials at their convenience. Fluor found these qualities, and more, in the ANCILE uPerform™ software.

"We were limited by the tools that we were using for our training because content was not stored in one location and it was difficult to ensure the latest version was being used," said Julie Stokes, SAP Training Specialist at Fluor. "These materials were also not consistent in approach or appearance, and we needed something that was uniform and centrally-managed."

Transitioning to ANCILE uPerform

Fluor's transition to ANCILE uPerform was painless. The uPerform software was easy to use, allowing subject matter experts to bring their knowledge to bear to initially develop the training material. Fluor also needed a central location for all training materials, which uPerform provided. Using the

uPerform software, Fluor was able to publish multiple output formats from a single recording, develop e-learning courses rapidly, and add non-uPerform content to an online library.

Fluor used uPerform to roll out new projects to a broad network of employees. Employees were impressed with the intuitive features, including the navigation of the uPerform website and the ability to leverage multiple instructional formats. As the uPerform software was upgraded to newer versions, Fluor saw even greater functionality from uPerform.

Utilizing uPerform Across the Enterprise

The uPerform software was used to train employees on both SAP and non-SAP software systems. This included the Hyperion software system, used for commercial purposes, and in-house training on risk management, procurement, and employee recruitment. Fluor also took advantage of uPerform's update notifications. This notified authors of system

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changes so they could make the appropriate changes in training materials and inform end users.

Fluor used uPerform's context-sensitive help to provide specific help content to end users at their desk during task execution. Context-sensitive help is an effective way to get the most important information to the end user as they are performing an action on screen. Context-sensitive help is accessed via a help link that is available per screen or transaction in the application.

"The functionality that comes with the uPerform product is excellent," said Stokes. "Upgrades include customer-requested enhancements and great new functionally that answers many of our needs. The end result is an even more efficient product."

Streamlined Training Across the Globe

Fluor's implementation of the uPerform software throughout the company has streamlined its training globally. Employees now have a single point of entry for all training materials regardless of topic. The software provides employees with a consistent look and feel of content through the use of templates and accompanying documentation standards. Additionally, users have the most up-to-date materials regardless of when and where the information is being accessed. The end result is a professional learning output that is uniform and easy to use for all employees.

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