

HP training means Outlook is good for Friends Provident



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Sarah Butler, technical project leader, Friends Provident.



Founded in Yorkshire in 1832, The Friends’ Provident Institution provided life assurance for members of the Society of Friends, more commonly known as Quakers.

Today, Friends Provident plc has become one of the UK’s leading financial services groups. Its core Life & Pensions and Asset Management businesses both rank in the top 10 of their sectors; in 2002 it had total gross premiums of £3 billion, more than £60 billion in funds under management, and paid out £10.8 million in pensions to its customers every working day.

With 5000 employees spread across its Dorking, Manchester, Salisbury, and Exeter sites plus smaller offices throughout the UK and Ireland, Friends Provident needs efficient lines of communication.

Email vital

“Everyone in the company uses email in their jobs on a daily basis and because we are such a widespread company it is even more important for us to have a good email system if we are to work efficiently,” said Sarah Butler, technical project leader for Friends Provident.

Restricted by its current system and aware that its competitors ran more up-to-date email, Friends Provident decided to introduce Microsoft Outlook, networked throughout all its sites and available to users via a Citrix interface.



Challenge

- With 5000 employees spread over 4 sites throughout the UK and Ireland, leading financial services company Friends Provident needs efficient communication.
- That communication relies on email but Friends Provident had outgrown its existing system.
- It needed a new system that would increase its efficiency and match competitors' email.

Solution

- Friends Provident decided to install Microsoft Outlook, networked to all its offices through a Citrix interface.
- To achieve greatest benefit from the investment it called in HP Education Services to provide formal instructor-led Outlook training for all 5000 users.
- As a follow-up, staff also had access to the HP WEL (Web Enabled Learning) on-line Outlook tutorial tuition resource.

Results

- All staff will be able to gain maximum benefit by using Outlook properly from day one.
- As part of the project, Friends Provident will be able to bring in a new archiving system, better security and fresh cultural best practices.
- This will all enable Friends Provident to compete more effectively in its business arena.

Customer at a glance:

Industry sector: Financial services
Name: Friends Provident
Headquarters: Dorking, UK
Founded: 1832
Telephone: 0870 608 3678
Number of employees: 5000
Annual revenues: £305 million
URL: www.friendsprovident.co.uk

Why HP?

- HP Education Services provided the best tender response including training elements that Friends Provident had not thought of.
- Professionalism of HP staff.
- Training could be backed up by HP Web Enabled Learning.

HP Services

- HP Education Services Microsoft Outlook training
- HP Web Enabled Learning

Shining example

"Previously, we have had occasions where we put in new systems without providing proper training," added Sarah. "Because that came back to bite us later we felt that investing in formal training was key to the success of this project. We put out a tender and HP Education Services just shone out above its competitors. They had thought of training aspects that we hadn't thought of ourselves and what they could offer really impressed us."

Covering all 5000 employees, the HP training programme featured instructor-led sessions for desktop PC users conducted at 4 sites over a period of two months, plus separate sessions for remote laptop users. In addition to the HP Outlook manuals provided, Friends Provident staff also had access to HP WEL (Web

Enabled Learning) with an on-line manual containing everything users need to know about Outlook.

Wider benefits

"HP employees are very professional. They know what they're talking about and that instils confidence that we have definitely engaged the right people to do this for us," said Sarah. "This will make a big change for the business because as part of this project we are also introducing a new archiving system, better security and cultural best practices across the business."

"With the help of HP we are ensuring that from the very outset people use the email system as it should be used and do not abuse it. I'm sure that investing in proper formal training from HP Education Services will pay dividends further down the line."

For more information on how working with HP can benefit you, please contact your local HP sales representative or reseller, or visit www.hp.com.

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