

TRAINING SERVICES
GERFLOR LIMITED
REFERENCE CASE

Bespoke services from Volvo IT meet specific needs in a fast and effective manner.

Gerflor is a leading manufacturer of vinyl flooring. In the spring of 2005, the sales force was fully trained on new hardware and software. Volvo IT was not only able to precisely adapt to the needs of Gerflor but also managed to complete the entire project in a very short time.

The need to update IT

As a world renowned and leading manufacturer of vinyl flooring for contract, sport, transport and residential uses, Gerflor has grown to the point where it needed to completely re-evaluate the use of sales person's technology.

Gerflor has been a customer of Volvo IT for some years having their network servers and hardware looked after by established technical teams from Volvo IT.

During 2005 it was established by the management of Gerflor that, with the inception of new systems and applications, the Sales Force would have to be brought into the 21st century, since there were no standards in the use of hardware. Through Volvo IT's product purchasing service, laptops, docking stations, wireless network routers and other peripheral equipment were purchased.

Comprehensive training, fast implementation

Volvo IT's training department were nominated to provide:

- Education in the set up and use of all the equipment
- Specific training in Lotus Notes, including Lotus CC Mail
- Relevant training documentation and user guides.

A very restrictive time limit was placed on this project with the documentation being completed in two weeks and training undertaken over a two day period shortly after; the whole time cycle was five weeks to completion.

Gerflor's sales force are now operating with some of the most up-to-date technology and applications and have also been able to integrate into their French parent's operations.

ATION TECHNOLOGY

Need more information?

For further information on Volvo IT's training services, please contact:

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VOLVO

Volvo Information Technology GB Ltd.

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