

TRAINING SERVICES

NATIONWIDE ACCIDENT REPAIR SERVICES

REFERENCE CASE

Use of staff time is enhanced and more versatile with training services from Volvo IT.

Nationwide is the largest group of accident repair centres in the UK. Volvo IT meets all its IT Training needs with courses provided on standard and bespoke applications alike. A formal Business & IT Applications training programme ensures that the return on investment is maximised for the 1000 users that work at Nationwide.

A complete, tailor-made outsourcing solution

As the largest group of accident repair centres in the UK with a network of 72 branches throughout the country, Nationwide Accident Repair Services strive for an excellent standard of customer care through modern workshops, state-of-the-art equipment and highly trained personnel.

To be in keeping with that strategy, Nationwide decided to turn IT into a competitive advantage with a complete, tailor-made outsourcing solution. Selecting Volvo IT has been a prime factor in achieving this aim.

Training has proved to be one of the key areas where Volvo IT has enabled Nationwide to significantly improve staff efficiency in a cost-effective manner.

A formal and comprehensive training programme

Through a highly professional training approach, Volvo IT is capable of meeting the IT training

needs of all Nationwide users. Courses are provided on standard and bespoke applications alike. For example, users are trained in Microsoft Office by Microsoft Certified Trainers from Volvo IT. The most vital training element is the continual cycle of education around Nationwide's main bespoke line of business application, the "Voyager" accident management system.

"Voyager" is key insofar as it not only manages an entire bodyshop but also enables Regional and Centralised reporting. Consequently, Volvo IT designs courses for Nationwide in a tailor made manner, targeting specific groups (such as General Management or the Reception team) or focusing on certain functionalities (reception, estimating, parts, invoicing or workshop time recording).

Training in "Voyager" is undertaken for two weeks on a continual monthly cycle providing education in every aspect of the application's different modules; training in Microsoft Office is undertaken on request when required.

ATION TECHNOLOGY

Clear improvements in training

Since implementing a formal Business and IT Applications Training Programme with Volvo IT, Nationwide Accident Repair Services has seen improvements in staff efficiency with enhanced and more versatile use of staff time. This is all the more essential as Nationwide is a growing organisation that needs, on an on-going basis, to integrate new personnel quickly and efficiently.

As part of the agreed contract, Nationwide's former training and development staff joined Volvo IT. That transfer ensured a smooth transition and maximised return on investment: Nationwide continued to benefit from the experience and expertise of their former staff but also gained access to a pool of additional resource when required.

Need more information?

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

Vic Wyer, vic.wyer@volvo.com, or
Irene Harvey, irene.harvey@volvo.com,
telephone: 01926 838139.

VOLVO

Volvo Information Technology GB Ltd.

www.volvoit.co.uk

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