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## Healthcare Cooperative: KRONOS Training

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### ◆ **The Challenge**

When this large, nonprofit healthcare cooperative planned its 18-month rollout of KRONOS Workforce Timekeeper and Scheduler Systems as part of its five year ERP implementation, they needed highly skilled instructional designers, analysts, and trainers to make sure the rollout was a success. For this organization, quality was paramount and cost was a big consideration.

### ◆ **The Write Stuff Solution**

The Write Stuff staff provided high-quality written and online job aids, user-friendly and informative instructional Web videos, intensive onsite and remote user support, innovative classroom materials that were both classroom texts—in the PBT/hands-on training model—and long-term reference materials.

The Write Stuff's analysts and trainers and their support staff customized, designed, and provided training for each employee profile to make sure that no one was left behind in the training effort.

### ◆ **The Results**

In excess of 6,000 employees were trained prior to and during the KRONOS rollout. Management and employees alike were pleased with the rollout's ease and simplicity due in large part to the aide and guidance of The Write Stuff.