



Case study

The Crown Estate_Integrated Training Service



The BSG Education team has delivered the most efficient and effective training The Crown Estate has ever implemented.

The Client

The Crown Estate is part of the hereditary possessions of the Sovereign "in right of the Crown", managed under the provisions of the Crown Estate Act 1961 by the Crown Estate Commissioners. The Commissioners have a duty to maintain and enhance the capital value of the Estate and the income obtained from it, with due regard to the requirements of good management.

Crown Estate Customer Case Study Integrated Training Services

Executive Summary

The Crown Estate wanted to maximise the business benefits of implementing a Windows 2000 desktop upgrade and adoption of Office XP and other applications by implementing a training programme for its computer users, a total of 220 people, based in London and Edinburgh. The BSG Education solution focused on what the business wanted to achieve as a result of the training and on their specific needs. The training, which occurred at the same time as the desktop upgrade, meant that The Crown Estate quickly realised the day to day operational benefits of the new applications.

The Challenge

The Crown Estate wanted to use their Windows 2000 desktop upgrade to improve staff productivity, teamwork and information sharing by ensuring all staff underwent professional and tailored Microsoft Office XP training. But they wanted the training to reflect their specific requirements. The training needed not only to understand their specific working environment (i.e. reviewing and updating of official Crown reports) but also to support their plans to implement technology and organisational changes (i.e. standards on file management, internet access policy and security issues).

The Solution

The BSG Education team designed a training course that met both the Crown Estate's corporate needs but also individual staff members needs. Each staff member was given an initial Office XP training course that focused on the key aspects of its use. During this course each trainees PC was upgraded so that when they returned to their desk they were immediately able to use the skills they had learnt on the course. In addition to this BSG held individual application upgrade courses that allowed individual staff members to focus on the key applications they use, for example Excel, Word, Powerpoint or Outlook.

As part of this training programme the BSG Education team also incorporated the criteria defined within the 'European Computer Driving Licence' (ECDL) standard that is used with the Public Sector as a standard for basic IT competence. The Crown Estate will be able to use the BSG training programme as a pre-cursor to obtaining the ECDL for all its staff.



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The Benefits

The Crown Estate has benefited from the BSG Education training programme in 3 key ways:

- For the first time The Crown Estate has not only adopted leading edge technologies but also been able to maximise planned increased productivity and effectiveness gains from the day to day use of the new applications.
- BSG's training programme design meant that The Crown Estate experienced minimal business disruption and was able to carry on 'business as usual' immediately after the training courses.
- The IT team at The Crown Estate was able to focus solely on the PC upgrade in working closely with the BSG Education team who took responsibility for ensuring all the users were quickly able to fully utilise the new applications.

Client testimonial

" The BSG Education team has delivered the most efficient and effective training The Crown Estate has ever implemented. Their approach in working in partnership with us in fully understanding our specific challenges and requirements following our initial user needs analysis was key in making the training such a useful exercise for our business operations"

Janice Chant

HR Manager, The Crown Estate

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