



✦ German Aerospace Centre

German Aerospace Centre (GAC) has found that Netviewer can help optimise personnel development activities in a variety of ways: as a support tool for answering employees' questions about various software applications, as an e-learning application for online training, and as a tool for preparing and following up on on-site seminars.

⋮ The task

The personnel development (PD) department at GAC is responsible for continuing education of all 5100 GAC employees at the company's eight locations. In addition to managing external training events, the department also focuses on training employees on software applications used at GAC. The time required to prepare and execute internal training events is relatively high because, in addition to standard applications like Microsoft Office, GAC also depends on a variety of specialised applications that require intensive training to be used properly. The Centre initially turned to external service providers who generated web-based Intranet training programs for GAC. The problem with this approach was that by the time many of the training programs were complete, they were already obsolete. Updates to specialised applications could be integrated into existing e-training programs only at great expense. In response, Omar Horo, responsible for e-learning at GAC, sought a desktop-sharing solution that he could use to guide employees through the use of software programs and explain features "live". He wished to have a tool that would function not only as an e-learning solution for online seminars, but would also serve as a support tool by helping him address daily questions from individual employees.

⋮ The solution

Omar Horo found what he was looking for at the Learntec trade fair: „Netviewer one2meet met every one of my requirements - both from a technical point of view and in terms of content.“ Since GAC employees normally do not have

⋮ How Netviewer works

1. The seminar leader starts a teleconference with the training participants.
2. He then starts the moderator's program on his PC. Netviewer registers itself on the server, which generates a random connection number.
3. Participants start the program directly from the moderator's e-mail invitation.
4. And Voilà! The connection is established, giving the participants a direct view of the seminar leader's screen. He can now demonstrate functions, exchange files, and much more – with the highest possible security.



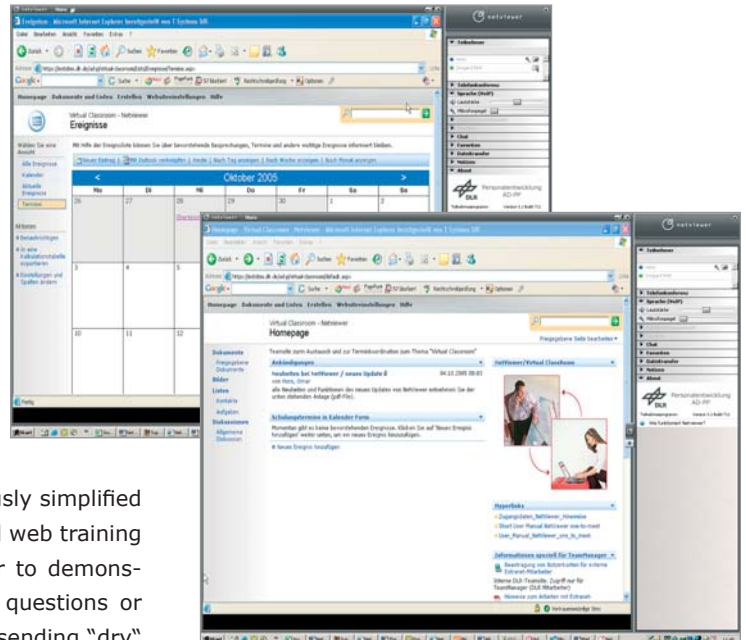
administrator rights on their office computers, the solution had to function without installation or configuration of the PCs. The licensing model of Netviewer software was also an important factor: since only the initiator of a Netviewer session requires a licence, it was sufficient to provide the personnel development department with the "Moderator" software. The moderator uses this tool in conjunction with Outlook to invite participants to an online training session in which they can participate directly.

Currently about five personnel trainers at GAC use Netviewer one2meet for user support, online training events, and for preparing and following up on presence seminars. "Our work processes have been enormously simplified and accelerated," according to Omar. "We no longer need web training from external service providers; now we use Netviewer to demonstrate and explain applications live. When we later get questions or have other issues we again turn to Netviewer instead of sending "dry" replies by e-mail." Netviewer one2meet works flawlessly for these types of tasks. Its simple and intuitive operation allows even older employees or employees less well-versed in IT matters to use Netviewer right away without any difficulties.

"This was a very important criterion when selecting e-learning software: that employees can use it immediately and don't need additional training to get started."

Conclusion

"Everyone involved has benefited from using Netviewer," says Omar Horo in summary. Using the software has greatly reduced expenses at the personnel development department, both by eliminating many travel costs and avoiding the need to pay an outsider to create e-learning programs. "Furthermore, it is much more comfortable and efficient for employees at other locations to participate in training sessions when they don't have to leave their normal workstation. We also find that training has been much more successful since we started introducing our employees to software applications directly instead of having to rely on static web-based documentation and training programs."



At a glance

- Intense and efficient on-line training
- Learning by doing with the power to convince
- Saves time and money
- No installation
- Simple, intuitive operation
- Immediate feedback
- No licence costs for participants
- Certified multi-level security