

ONLINE TRAINING SOLUTION FOR A PROPERTY MANAGEMENT ORGANISATION

CLIENT OVERVIEW



This client is an independent, well-established property services company delivering comprehensive service offerings and a range of property management services to a wide client base. With more than a century of experience, their portfolio currently comprises of approximately R31 Billion of assets under management, managing approximately 1035 buildings, which come close to 13 000 tenants and approximately 7.7 million square meters. Properties covered include retail, industrial and commercial buildings with footprints in South Africa, Nigeria, Namibia, Zambia, Ghana, Mozambique and Lesotho. The group has embarked on an aggressive growth strategy, which includes the acquisition of a number of similar and complementary businesses.

BUSINESS CHALLENGES AND REQUIREMENTS

Given the challenges faced in effectively managing property, the client requires its entire staff base to ensure that the appropriate level of standards and processes are maintained throughout the business. This challenge is addressed in rigorous and continues training sessions, i.e. business process training, systems training, management training, company policy and compliance training. Before engaging with DigiQuill there was no dedicated department or functional area that provided a training framework or structure. Creating a physical training centre would have proved to be difficult given the span of the organisation as well as being a very costly exercise.



Further to using the training as a QA tool, the client identified the opportunity to extend the assessment tool to aid in the succession planning process. The idea being was to use the tests and their results as a guide to who had the ability and acumen for a specific role and career path.

SOLUTION AND RESULT



DigiQuill, along with a web specialist partner, developed and deployed an electronic e-Learning solution that provided them with their own knowledge base. Users have access to their learning material 24 hours a day. Additionally, the knowledge centre is a centralised web-based system that can be accessed from work or home, with the correct credentials. This allows for users to train at their own pace, with the ability to perform self - and final assessments without having to attend a training session away from their desk. Additionally, an administration module was developed that allows our client to manage their own course material and deploy it country-wide.

Additionally, users can build a career plan, and through this, identify what skills they require in order to qualify for a promotion. The knowledge base outlines and tracks the courses required for completion and reports on progress. Managers have the ability to compare staff skills which allows for informed decision

making to identify the best employee for promotion. The following were the key business drivers identified:

- The solution allowed for the reduction of cost by implementing one of the most effective and efficient means of training people across the group on a repeatable and tailored basis.
- It reduced communication cost due to information being easily accessible to relevant employees.
- Reducing training costs by 15% in year one and 25% in year two as well as travelling costs and time to train people across the country.
- Improving staff efficiencies by 20%.