

LORAM INCREASES EFFICIENCY OF IFS APPLICATIONS™ WITH CLICKLEARN

Founded in 1954, Loram Maintenance of Way started out as a small operation consisting of two simple machines, and a handful of employees. Today, Loram has become one of the leading suppliers of track maintenance machinery and services in North America and the global market. Loram provides maintenance of way services to Class I and short line railroads, transits, and commuter rails.

CLICKLEARN + IFS APPLICATIONS™ = GREATER EFFICIENCY

Loram has been relying on IFS Applications to support all aspects of its business and financial operations since 2009. With more than 340 full licenses, it currently uses IFS Applications at its headquarters in Minnesota, its business in the United Kingdom, and at 12 mobile sites in North America.

Loram is excited to be rolling out the IFS Applications EAM (Enterprise Asset Maintenance) module, which will replace its legacy CMMS system and make all aspects of maintenance visible inside IFS Applications. The module will also give Loram's mobile sites a much broader, state of the art solution, supporting preventive and predictive maintenance with live data from Loram's machines.

"The company became interested in ClickLearn for IFS because the solution fits right into IFS Applications," explained Dan Doubet, Loram business analyst and project manager for the EAM roll-out. Another key capability in Loram's eyes was the ease of customizing the ClickLearn-created training materials so that they reflected the Loram corporate image and presented a uniform style that communicated well with its many and diverse IFS Applications users. "The training materials look exactly the way we want them, and they have all of the Loram logos. We know that our users will see everything just the way we want them to see it."

SHORTER LEARNING CURVES WITH CLICKLEARN

Loram is currently using ClickLearn in English in North America and United Kingdom. In the future it expects to use ClickLearn's ability to record work instructions in a single language and produce the ClickLearn training materials to support its German-speaking sites too.

"ClickLearn really shortens the learning curve for new users," commented Doubet. "The Learning Portal, with its shelf and book format, makes it really easy for users because every training aid is right in front of you. You can quickly pinpoint the work instruction you need and click on it to guide you through every step inside IFS Applications and show you exactly what to do."

Loram has found that ClickLearn videos are excellent learning tools for its users. ClickLearn produces three levels of training videos automatically: Watch me, Try me and Test me. Doubet explained, "We have created a lot of videos with ClickLearn. We love the videos. ClickLearn automatically builds a table of contents for each video with hyperlinks from the title to the starting point for that topic in the video. That makes it so easy to just go directly to the topic you are interested in or to pick up where you left off."

ABOUT LORAM

Loram supplies railroad track maintenance machinery and services for customers in North America and internationally. The company offers production and specialty rail grinding, ditch cleaning, shoulder ballast cleaning, drainage maintaining, undercutting, spot undercutting, OEM services, track lifting, excavation, ditching, rail handling, track inspection, data services, and friction management services. Loram is based in Hamel, Minnesota. Loram's customers span the globe, from Amtrak, Canadian Pacific, FerroMex and MRS Logística S.A. (Brazil) in the Americas and Deutsche Bahn and the London Underground in Europe, to the China Ministry of Rail, Indian Railways and the Australian Rail Track Corporation in Asia Pacific. www.loram.com



ABOUT CLICKLEARN

ClickLearn is the 2017 and 2016 IFS Global Software Partner of the Year. ClickLearn automates the creation, maintenance and upgrade of work instructions in IFS Applications™ and other enterprise software to generate work instructions in all required languages. A single click produces Word, PDF and PowerPoint formats plus 3 levels of training videos, and a virtual assistant that guides users through the work instructions inside their IFS solution via an embedded Learning Portal.



Perhaps the most obvious and significant cost savings from ClickLearn come from the change it enabled in Loram's onboarding process for new hires. "In the past," commented Doubet, "we had to fly them from all over the world to our headquarters in Minnesota for training. Now Loram can provide that training in the field anywhere, anytime using ClickLearn's Learning Portal hosted on SharePoint and delivered via a hyperlink inside IFS Applications."

"It's always a challenge to find the time to create detailed work instructions and training materials for our users, and it's a challenge for them to be able to find it," said Doubet. "With ClickLearn, we can create the content our users need much more easily and quickly, and they can find it by themselves, when they need it. I see ClickLearn as a great saver of training time for us."

Loram has measured—and expects to see a return on—the efficiency of new end users due to the ease and intuitiveness of the experience. As the implementation matures and multiplies, the return for even small improvements is magnified.

At Loram, we have lots of different processes, each posing unique challenges for the user to remember. But now ClickLearn walks the user through the steps that need to be completed. ClickLearn has really made life here at Loram much easier.

Dan Doubet, Loram's EAM Roll-out Project Manager

OVERWHELMING ACCEPTANCE BY USERS

Implementing ClickLearn didn't require Loram to spend any money on new infrastructure or on consultancy. The project team simply downloaded the 25Mb ClickLearn Studio file to their computers and participated in a couple of online training sessions. Loram's IT team found that they were able to become proficient in ClickLearn very quickly. Doubet commented, "It took my group in EAM only 8 hours to create all the original help documentation. Once you become proficient with the ClickLearn tool and appreciate the produced content, we found that it became a necessity for us."

In Doubet's opinion, "Support is just phenomenal. Usually when we send in an issue we have an answer in an hour—it's not one of those 'we have received your message' type emails that you often get."

"Our users' response to ClickLearn is overwhelmingly positive," said Doubet. "Instead of having to call somebody up, they can just go into our ClickLearn Learning Portal, click on the work instruction they need or watch a video to see exactly how it's done. And at the other end, the EAM administrator, the person who has to respond to the calls for help from 500 users, is very happy. He's looking forward to converting all Loram trains to EAM. He'll save 4 hours out of his 8-hour day."

WHAT'S NEXT? MOBILE SOLUTIONS AND IFS LOBBY™

Doubet commented, "We want to focus our attention in a couple of areas. One is mobile work orders, where we see a lot of potential, and the fit for Loram is great. Another is the Lobbies page in IFS Applications. We want to get the Lobbies editor and really take advantage of what Lobbies can do for our end users. We're also looking into business connectors for our plc data—the measurements coming off our machines that get pushed to an SQL server in Loram. We'd like to get that data into IFS Applications so we can create reports."

The ClickLearn Virtual Assistant guides users through their business processes inside their live IFS Applications system. "We're really excited about that capability," said Doubet. "It's going to make a big difference to our users' productivity and reduce the need to turn to our super-users and the Help Desk for assistance. User feedback has been very positive on ClickLearn. We are all looking forward to extending it to every work group that uses IFS Applications."

Doubet explained, "We are living in a world that is moving toward web-based interfaces and videos. If you want to create great training content, as easily as possible, in a form that appeals to and helps your users, ClickLearn is the only solution out there."



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BENEFITS

- Shortens the learning curve in IFS Applications for new users
- Users overwhelmingly positive about ClickLearn training materials
- 50% reduction in Help Desk calls
- Significant reduction in onboarding costs
- Faster creation of training materials, immediate availability inside IFS Applications

For further information, contact **George Hardy, ClickLearn's Vice President, Enterprise Sales**, at ggh@clicklearn.dk or visit our website, www.clicklearn.dk