

Implementing a next-generation training system

In North America the rental industry is big business, and Microsoft Gold partner, Open Door Technology helps to meet the needs of rental companies with its solution, Rental Management, sold on AppSource. The Canadian company is also a prominent value-added reseller for Dynamics NAV and Dynamics 365 Business Central serving a wide-variety of industries.

PROBLEMS AT HAND

From R&D to sales and implementation or support and custom development, the Open Door Technology team must meet significant training and documentation requirements across multiple teams. Until two years ago, they did it all manually, creating screenshots and compiling Word documents—a very slow and time consuming process.

The impetus for a change came when Open Door Technology needed to create documentation so that Microsoft could validate and test its app. Using their traditional processes, Open Door Technology may never have met Microsoft's stringent requirements. The team discovered ClickLearn and saw an opportunity to transform their approach to training and documentation. Christian Roach, vice president of Open Door Technology explained:

ClickLearn allows Open Door Technology to branch out into new product development areas. We can accelerate our development process and app validation with Microsoft and put out user manuals online for end users to learn on their own. The main driving reason for ClickLearn in a lot of ways is the fast turnaround with Business Central and the need to redo user documentation at least twice a year.

Christian Roach, vice president of Open Door Technology

FACTS ABOUT OPEN DOOR TECHNOLOGY

- Value added reseller and independent software vendor based in western Canada, serving the North American rental market with its Rental Management solution for Dynamics 365 Business Central and Dynamics NAV.
- Needed to boost app development and redo user documentation rapidly to validate for AppSource.
- Planning to leverage translation capabilities to expand into the French-speaking Quebec market.
- Became a North America ClickLearn partner because of its own outstanding experience.



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For further Information, contact Michael Randrup, Managing Director and Co-founder, at mra@clicklearn.com or visit our website, www.clicklearn.com

HARNESSING THE POWER OF CLICKLEARN

The implementation process for ClickLearn at Open Door Technology was a breeze, said Roach:

"It took less than a day to setup. Learning of all the various processes, tools, and tricks—ramping up was probably a couple weeks. We worked closely with the support team throughout the implementation process. We asked questions whenever we wanted and ClickLearn would offer a support webinar to help clear up any confusion."

"We've been able to significantly reduce the effort involved in maintaining and distributing training and documentation, particularly related to our AppSource development for Microsoft. We are able to rapidly develop use case steps to allow for AppSource technical validation."

Christian Roach, vice president of Open Door Technology

Although Open Door Technology's primary market in the US and Canada is English speaking, the company plans to use ClickLearn's innovative language translation capabilities in the near future for the Quebec market, with translations into French.

Over the course of two years, Open Door Technology has been so impressed with ClickLearn's usefulness that they signed up to be a ClickLearn partner. Roach explained that they foresee their clients adopting the platform for a far broader set of uses to serve their own end users and partners. Open Door Technology believes that clients can benefit from using ClickLearn and apply it to processes and technology that make their own businesses unique.

FACTS ABOUT CLICKLEARN

- Integrated with the full suite of Microsoft Dynamics including Dynamics 365 Finance and Operations, Customer Engagement, Business Central, Dynamics AX, Dynamics NAV and Dynamics CRM
- Automatically produces seven different types of content such as narrated videos, PDFs and live assistants
- Helps to ensure user adoption
- Easy onboarding
- A customizable template-based system for compliance

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