

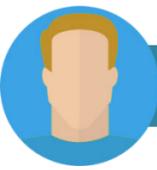


Novigo Solutions Helps Obtain Measurable Performance For Programs Costing Millions Conducted By Qatari Diar Vinci Construction(qdvc)

Novigo Solutions designed, developed and implemented an end-to-end training management system on Microsoft SharePoint that is capable of providing valuable insight into millions spent on corporate training budgets. These efforts were essential in guiding QDVC towards operational excellence.

Managing the employee training programs can be a struggle especially when dealing with large number of employees, sub-contractors, and suppliers. Keeping track of increasing number of training courses, certifications, dates and durations, managing these trainings is no more feasible using excel sheets simple database tools.

Novigo's service on training effectiveness adds significant value to an organization's training programs. We bring about business transformation in the training process, facilitating for necessary automations, critical report generation and essential management of time, resources and money.



Challenges Faced by the Client

The scope of Qatari Diar Vinci Construction is general contracting and construction work, along with any associated services related to large selected Design and Build projects, either public or private for which it can bring clear and strong added value. Typically these projects require lots of skilled resources with the necessary trainings and certifications to stay compliant. QDVC spends an average of USD 3 million per year to stay compliant and deliver projects with strong value.

QDVC had no training management software in place to measure the effectiveness of its training spend and this has been one of the major challenges faced by the construction giant. Most of the reports and schedules had been maintained in excel sheets and word documents which have its own set of issues. At any given point of time, it was impossible to say how many training programs have been completed, are in session and/or are scheduled for the future. It was also extremely hard to say how many employees have been imparted the necessary trainings or hold the relevant certifications.

Challenges were felt at 3 main levels of the organization:

- ▶ **HR/Training Department** – Inability to effectively manage training programs, liaise with vendors and finance departments, provide reports and difficulty in scheduling training programs
- ▶ **Supervisor/Project Management Office** – Managers had no easy way of knowing which employees have the relevant certifications needed for a project, and what are the trainings currently available in the organization which employees under him can utilize.
- ▶ **Employees** – The resources had no visibility into the different training programs offered by the organization, and had to manually check with the HR or training teams. They had to fill in a load of paper forms requesting for trainings and there was no system in place to receive notifications and reminders.
- ▶ Apart from these, other challenges include inability to track expiry of outdated certifications, no document management facility, more time consumed for managing training related activities rather than the training itself, high dependency on paper based training forms and minimal storage capabilities, disorganized scheduling leading to increase in budgets and more resource consumption.

These challenges were becoming an impediment to organization self-improvement. To combat these challenges and emerge as a stronger leader with operational excellence, QDVC approached Novigo Solutions to bring about order to its internal training programs.



Novigo Approach and Solutions Implemented

Novigo consultants travelled to the client location to understand the internal processes and identify key areas that could be improved using modern technology. Novigo came up with the solution of using the Microsoft SharePoint platform to develop a process optimizing learning management system that would delight not just the training department, but also the supervisory committee, management and the employees.

The new system had to manage vendor relationships, effectively manage training programs, provide for document management capabilities, different levels of access, bird's eye view of the programs, automatic notifications and reminders and ample reports for measurable performance.

Leveraging of SMAC practices, a customer-centric concept, along with Agile Methodologies were made use of to bring about operational excellence and come closer to the individual with minimal overhead and maximum outreach



Value Additions



The system had different levels of access for different user roles. Training, Learning and Development teams, Management and Employees each would have different dashboards and views on their portal.



Automated detailed information of employees, vendors, suppliers, contractors and segmentation according to work-groups, courses provided, and projects associated with and a number of other filters were available.



It provided for efficient management of training with functionalities including scheduling, tracking, pre-pone/postpone trainings, generating unlimited reports, apply for trainings and much more.



Scheduling a mass training for a workgroup based on skill deficiency or based on upcoming project was now possible



Document attachment grid is now available for each section. We made it easy to keep track of documents' expiration status. Upload/Download and auto-generation of ID Cards, Attendance Sheets, Reports, Graphs and Certificates was facilitated



SharePoint's workflow engine is leveraged for gaining approvals. Employees can opt-in to go for specific trainings and generate a workflow task that can be customized as per business needs. Notifications are sent to the approver. This also has the option to send reminders at specified intervals



The system had an intuitive and user-friendly interface which made it easy for employees to adopt the system, update their records and unlock the full potential of the system. The system also leveraged SharePoint's multi-lingual capabilities to render the site in Arabic and English



Real time comprehensive management dashboard displayed results and scorecards within one easy view. It also displayed upcoming courses, upcoming expiries, budget allocations and more



The system works on both SharePoint 2010 and 2013 and in all 3 versions of SharePoint – Foundation, Standard and Enterprise. This reduced the cost of implementation of the training management system



Detailed configurable reporting in employees, courses, suppliers, contractors, spends and more contributed greatly to measurable performance



Technology Specifications



SharePoint 2013



ASP .NET MVC



SQL Server 2012

Browser support includes:



Firefox (1.5+), Internet Explorer (9.0 onwards), and Google Chrome. Theoretically at least, any modern browser that supports JavaScript such as Safari (1.3+), Mozilla Suite (1.6+, 1.7+), Sea Monkey (1.0), Opera (8), Camino (1.0a1)

OS support includes:



About The Client



QDVC, Qatari Diar Vinci Construction is a joint venture company between Qatari Diar (51%) and Vinci Construction Grand Projects (49%), incorporated under the Laws of Qatar.

As part of a lineage of 100-year-old companies whose names are associated with impressive achievements worldwide, QDVC possesses end-to-end expertise in the creation of complex infrastructure.

With its presence felt in 42 locations across the globe, QDVC designs and builds major civil engineering structures (tunnels, bridges, dams, liquefied natural gas storage tanks, road and rail infrastructure) and buildings (skyscrapers, shopping centers, hotels, major industrial facilities, nuclear power plants, etc.).

As a complement to the company's high level of expertise, its consummate engineering skills, and expert project management abilities, QDVC practices a policy of involvement at the local level wherever it operates, partnering with local firms and companies, enabling it to deploy wide-ranging yet modular solutions. These solutions, including technical assistance, turnkey projects, and maintenance programs, respond to the many different needs of a broad range of private- and public-sector clients.

About Novigo Solutions



Novigo Solutions is a Microsoft partnered provider of IT Solutions and Services. Headquartered in Bangalore, we have multiple offices across the globe in US, India and the Middle East including Oman, UAE and Saudi Arabia. Novigo's mission is to align the client's IT Strategy with its Business Strategy.

Novigo Solution's forte lies in its Business Transformation Services which includes CMS, Workflow Automation, Legacy Modernization, Enhancing Productivity in the Logistics Industry, Training Management System and Improving Customer Experience. Novigo also provides other Enterprise IT Services like consulting, software development, maintenance and testing.

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