

## Case Study



### Training Services – Global retailer wanted a structured training plan and delivery of training services.

#### Industry

Datahub consulting engaged in a project with Claire's global retailer. Working with their teams in their UK office and U.S. headquarters in Chicago. Claire's was in the process of implementing a large-scale Azure data warehouse to provide business users with data for their global sales which included store, ecomm, and partner sales. Also, the data warehouse included data for their inventory which was stock in both the warehouses and stores.

#### Challenge

As the business utilised Microsoft technology, they were very keen to implement Power BI globally. The main challenges were the number of reports required across the business. Also, the short time factor that they were needed by.

For this to be a success, due to the size of the business and the number of reports required, business users would need to help with creating simpler reports themselves. Leaving the IT development team to concentrate on the larger, more complex reports.

#### Solution

Part of the project plan that Datahub created was to use the "train the trainer" methodology to achieve the training and reporting objectives.

Within all the core teams, we selected a number of users across the business (22 in total) that had the ability to learn Power BI, but also would be able to train others in their teams. The trainers would be supported by Datahub throughout the process.

We initially ran a successful train the trainer course and created a plan for the trainers to start disseminating the knowledge. Datahub sat in on some of these sessions where we could be called upon if required.

## Outcome

Datahub successfully trained the trainers and provided all the training material for the trainers.

The trainers, with the support of Datahub provided the training to the wider business users.

Datahub provided ongoing training for the business users. As the users were in multiple global regions, we utilised MS Teams to run remote training sessions, workshops, and support sessions where users could just drop in if they had any questions or queries.

## Technology We Used



### Power BI

Microsoft Power BI was used as the main reporting application. All the training was built around Power BI and all of the training used their internal data.

This meant that the trainers could easily provide the necessary training and Datahub could support both the trainers and the business users.



### Microsoft Teams

MS Teams was used to facilitate the learning as the main application for the training services. The training sessions were hosted through Teams allowing for screen share. Participants could ask questions either live on the sessions or via the chat. We also utilised MS Teams recording feature so that all sessions were recorded.

After the training sessions MS Teams was used for group chat and ability to share material and collaborate.

With a global audience MS Teams provided us with a one stop training portal.



To see if Datahub Consulting could help your organisation with training services. Please contact one of our office's where we will be happy to arrange a call to discuss.

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