

CLICKLEARN INCREASES EFFICIENCY FOR RICHARDSON INTERNATIONAL WITH IFS APPLICATIONS™

As one of Canada's Best Managed Companies, Richardson International is Canada's leading agribusiness and recognized as a global leader in agriculture and food processing. As the largest oat miller in North America with the recent acquisition of European Oat Millers, in June 2017, it looks forward to building a presence in Europe to enhance its ability to compete in the global marketplace.

CLICKLEARN MAKES IFS APPLICATIONS™ EVEN MORE USER-FRIENDLY

In its Canadian processing plants, Richardson uses IFS Applications as its principal ERP system. Its North American operations rely on the core functionality of the IFS ERP product suite to run the business, from manufacturing and maintenance to purchasing and financials. Richardson has over 700 employees using IFS software.

Richardson became interested in ClickLearn due to the solution's ability to efficiently generate training materials in several different formats and deliver them to its end users directly within IFS Applications. Rachel Coubrough, Project Manager, Application Development, at Richardson explained, "We wanted our training materials to have a consistent look and feel, using a consistent syntax and terminology. Before ClickLearn, we had several staff members creating work instructions with everyone having their own style. As ClickLearn automatically creates training materials with a single voice and style that we can control from a template, this results in standardized output regardless of who is creating it. Best of all, having the ability to post the training materials within IFS Applications enables the material to be available to our end users with a single click."

ALL TRAINING MATERIALS IN ONE LOCATION IN A FAMILIAR FORMAT

Richardson began using ClickLearn with IFS Applications 7.5 to create training materials for business processes related to the IFS Project Management™, IFS Fixed Assets™ and IFS Accounts Payable™ modules. It stores the ClickLearn recordings on an FTP site and delivers them to end users through the ClickLearn Learning Portal, which is embedded in IFS Applications via a hyperlink. "It was important to us to have all of the training materials in one location accessible to our users from within IFS Applications. We maintain control over who accesses what through the use of IFS base profiles. The shelves and books structure of the Learning Portal makes it easy for users to quickly locate the exact training material they need at that moment," commented Coubrough.

Other Richardson departments have also found ClickLearn very effective in creating and delivering the broad spectrum of training materials required. Coubrough noted, "We can meet everyone's requirements by having multiple versions of output available—without extra time incurred for creating it. As we start to transition other training material to ClickLearn, it will be helpful for new employees and for employees changing departments to see a consistent "look and feel" in their training material.

ABOUT RICHARDSON INTERNATIONAL

Richardson has a rich history in Canadian agriculture, successfully serving growers and international customers for over 160 years. Based in Winnipeg, Manitoba, Richardson is a worldwide handler and merchandiser of all major Canadian-grown grains and oilseeds and a vertically-integrated processor and manufacturer of oats and canola-based products. One of Canada's Best Managed Companies, it has over 2,500 employees across Canada, United States and the U.K.

www.richardson.ca



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.



An added bonus is that videos are available for visual learners. We've used ClickLearn to document processes from our Lawson Financials system and in-house web-based applications as well."

Richardson has relied on ClickLearn's support team to help learn how to use the solution effectively to accomplish company objectives. "Support has always responded quickly to my questions or any issues encountered. I've been very satisfied with their response times and resolutions." said Coubrough.

We are excited about the potential of ClickLearn's interactive guide, the virtual assistant, to walk our end users through business processes inside of IFS Applications.

Rachel Coubrough, Project Manager, Application Development

CLICKLEARN—TROUBLE-FREE IMPLEMENTATION

Implementing ClickLearn was very straightforward. It didn't require Richardson to purchase any additional infrastructure or to use a consultant. ClickLearn provided all of the training that the company needed in several online training sessions. Coubrough commented, "The online training was effective and we were able to start creating ClickLearn training materials quickly. Beyond the initial training, ClickLearn is always ready to give us additional training as needed at no additional cost to us."

Would Richardson recommend ClickLearn to other IFS customers? "I would definitely recommend ClickLearn to other IFS customers. Just having the ability to post training material about your business's processes within the application itself is a tremendous value add," said Coubrough.

WHAT'S NEXT? UPGRADE TO IFS APPLICATIONS 9

Richardson is currently in the early stages of upgrading to IFS Applications 9. It intends to use ClickLearn extensively for creating additional training materials in IFS Applications 9 as it trains personnel on the new version of IFS Applications. "We are excited about the potential of ClickLearn's interactive guide, the virtual assistant, to walk our end users through business processes inside of IFS Applications," said Coubrough.

With the IFS Applications 9 upgrade, Richardson will have an increasing number of business processes documented in ClickLearn and delivered through the Learning Portal. It is counting on that to significantly reduce help desk calls.



BENEFITS

- Creates multiple forms of training documents from a single recording, saving time
- Produces high quality training videos
- All training materials have a consistent look and feel
- Learning Portal embedded inside IFS Applications, with role-based access
- Virtual assistant guides users inside IFS Applications

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