

Fastpath improves compliance and time-to-market through training



Keeping up with regulations is a key goal for organizations across almost every industry, and Fastpath works to help customers stay in compliance. The company builds security and compliance tools for use with multiple ERP systems. But when Fastpath launched a cloud transition it found itself needing to scale rapidly to serve its fast growing global customer base. To overcome the sudden high demands placed on its instructor team, Fastpath turned to ClickLearn's training solution to standardize and streamline the delivery of training for their own systems.

PROBLEMS AT HAND

Regulatory compliance is a concern around the world and increasingly companies must consider far-reaching regulations like the European Union's GDPR. But different geographies also mean different languages, further complicating their clients' goal of aligning employees to maintain compliance. As Fastpath transitioned to the cloud it needed to scale its training program to reach end customers in a growing list of languages while keeping it affordable and easy to consume.

At the time of the transition, Fastpath also needed to ensure that all of its content worked in Google Chrome. They quickly found ClickLearn, which offered support for Chrome—and many other services—and already had a deep understanding of the Microsoft Dynamics ERP platform used by Fastpath.

"We use ClickLearn for all of our materials focused on Fastpath solutions. When I started playing with it, I was blown away. I was able to pick 10 or 12 different trainings to translate and almost instantly created French, Spanish and German copies."

Mark Polino, Director of Client Services at Fastpath.

In some cases, second-language English speakers may need more detailed documentation in their own language to sort out technical challenges. Polino continued:

"Users can train on our software and see how it works on other systems. A multinational may have a large South American or European division. Having content ready in another language is a huge help rather than hiring translators. We wanted to get programs built."

FACTS ABOUT FASTPATH

- A leader in security, audits and SOC compliance
- Automates manual processes for GDPR and Sarbanes-Oxley compliance
- Focused on preventing internal fraud and ensuring consistent documentation
- Solution integrated out of the box with Microsoft Dynamics and other ERPs



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AN ENCOURAGING OUTLOOK

When it chose to implement ClickLearn, Fastpath found that the implementation process was surprisingly straightforward. With the tools in place, Fastpath now updates its content every 10 weeks and can easily change and republish documentation.

“The ability to generate multiple types of documents and trainings is great,” said Polino.

“I work in a ClickLearn interface similar to Word with words on the left and images on the right. I build and make my adjustments, then I switch to a video mode and watch it play through to spot any mistakes.”

Mark Polino, Director of Client Services at Fastpath.

When it comes to editing, the ability to instantly playback the newly drafted content is very useful. “I suddenly realize, oh, it’s mispronouncing something because I misspelled it, or maybe that description is a little long. You make the adjustments to everything without it getting out of sync. I really like video style training for an overview,” he said.

ClickLearn gives users the option to output training materials as a video or a document. “Having both of those available is a huge win. I have the overview and I understand that. And when I execute a process I have a document I can follow step by step,” Polino added.

A BRIGHT FUTURE WITH CLICKLEARN

Fastpath is in the process of extending ClickLearn to its partners so that they can benefit from its capabilities when reaching even more specialized markets.

What will Fastpath’s next step be with ClickLearn? The company is set to grow its multilingual content and make the solution even more engaging for its end users with interactive demos as it serves multinational customers and scales in the cloud.

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
- Interoperates with IFS applications, such as IFS Apps 7.5, 8, 9 and 10, FSM v5.63, v5.7 and IFS Web

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