

Multiplex Reduces Helpdesk Calls by 50% within IFS Application

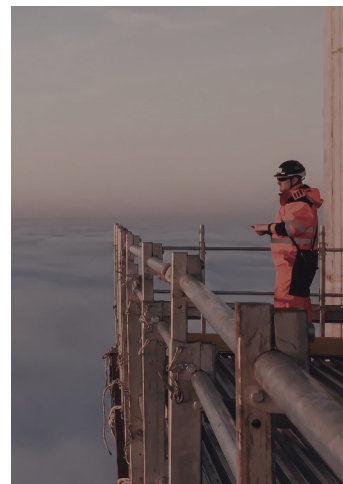
Multiplex used ClickLearn to make software training more accessible for global users, reduce helpdesk tickets, and develop new training content seamlessly for their +1,000 IFS Applications users.

50%

Overall helpdesk call reduction

33%

Ticket reduction in the 1st month



Challenge

Making IFS Apps training accessible worldwide

Multiplex has around 1,000 IFS Applications users, 250 in finance and 750 in projects (construction). Pidcock is responsible for the continuous training and support of the Projects group. The burden to continuously travel around the world to perform ERP training in remote locations, or go to the expense of flying users to Sydney for training on IFS Applications, would require considerable cost and be an inefficient use of employees' time.

At IFS World Conference, Pidcock saw a ClickLearn demo and was excited about the value that it could provide.

When Multiplex evaluated ClickLearn, three capabilities stood out:

- ✓ Saved time and costs of traveling for training by modernizing user adoption
- ✓ The ability to create video content with ease, sharable in multiple intuitive formats
- ✓ Reliable system for keeping process documentation current

Solution

Up-to-date training at users' fingertips

After getting ClickLearn, Multiplex's first priority was to create ~120 videos covering eight key IFS Applications modules. "I launched ClickLearn to all our Multiplex sites globally, in April," said Pidcock. "The instructions showed users how to make ClickLearn their homepage in IFS Applications, and in that first month support desk ticket numbers dropped by 33%. Since then, we have seen a steady reduction in ticket numbers each month, despite more projects and users being added into the system. Our longer-term goal is a 50–75% reduction.

“ The best feature is the ClickLearn Virtual Assistant. I tell people, 'just turn on the virtual assistant, you can work within your real project and it's not going to let you do anything wrong.' That live guide is just brilliant.

Erin Pidcock
Operational Development Manager at Multiplex

Keeping process documentation current is also easy with ClickLearn. "To replace a work instruction," said Pidcock, "we just upload the new ClickLearn recording to our SharePoint site. It immediately appears in all of our users' Learning Portals in IFS software. That's great because we are 100% certain that everyone is always using the current version of every work instruction. In the past, with work instructions on paper, we could never be sure that all our users had

MULTIPLEX

Company Name
Multiplex

Industry
Construction

Headquarter
Sydney, Australia

Company size
2,700 employees

Year founded
1962

Integrations
IFS

Website
multiplex.global

scrapped the old one and had the new one. Now we don't have to worry about that. Also, we can update and share new training material very quickly."

Multiplex's end-users adopted ClickLearn quickly:

“ Our IFS users really like ClickLearn. It gives them what they want when they want it right at their desk. When I go around now, I hear IFS Applications users telling others, 'if you don't know how to do that, just go into ClickLearn and it'll show you how.

Erin Pidcock

Operational Development Manager at Multiplex

"We're growing so fast that the demand for training just can't be met in the traditional way. With ClickLearn, I have a channel that all the new users can tune into and they get exactly what I would give them in person." Pidcock says. "if anybody comes to me and says they want to get IFS Applications, I would say to them - that's great but then you must get ClickLearn, too."

Results

Learning made simple; Support made light

The Multiplex team is currently enjoying the following results:

- Reduced cost and time to train and support their IFS environment
- Users train and learn at their desk with videos and a live guide inside of IFS
- Helpdesk support calls reduced by a whopping 50%
- Eliminated concern about user access to the latest version of work instructions

“ Multiplex and IFS are in for a long relationship. Now we're looking to the future and for even more ways to do more with IFS software. And we'll never go live on any IFS application again without ClickLearn work instructions being in place.

Erin Pidcock

Operational Development Manager at Multiplex

"Multiplex is planning further advances in their use of ClickLearn. "We plan to make ClickLearn the official homepage in IFS Applications for our commercial users, that's 600–700 people. They'll have the IFS Navigator along the left side of the homepage and the ClickLearn Learning Portal in the center of the page," Pidcock explained.

Beyond that, Pidcock said that her next priority is to create a 'Tips and Tricks' section in ClickLearn as well as a troubleshooting facility. "You type in the error that you've got and ClickLearn automatically brings up a 'how to fix it' response. That's really what support does these days anyway, so we plan to automate that process using ClickLearn's capabilities."

About Multiplex

Multiplex is one of the world's largest global construction companies. Multiplex has been delivering landmark property, commercial structures, and infrastructure assets for more than 55 years, with a focus on sustainable growth. Founded in 1962, Multiplex has completed over US\$66 billion in projects to date and has an annual revenue of approximately US\$4 billion. The company has offices in Australia, the Middle East, UK, Canada, and India. With almost 3,600 employees worldwide, Multiplex has earned +630 awards and established itself as a leader in the residential, health, retail, commercial, tourism, education, engineering, and infrastructure sectors.