

Case Study

Case Study: Delifrance IT Training by Phoenix Solutions4all



Introduction

Delifrance has been working with Phoenix Solutions4all since 2014 to deliver comprehensive IT training sessions aimed at enhancing the skill sets of its employees. This case study details the successful execution and impact of the training sessions, highlighting the reasons for choosing Phoenix Solution4all, the efficiency of the booking process, the effectiveness of the training delivery, and the overall satisfaction with the project.

The Training

Type of Training Delivered

Phoenix Solution4all provided a series of training sessions covering a range of Microsoft software, including Excel, Word, PowerPoint, and Outlook. These sessions were designed to cater to a wide range of proficiency levels, ensuring that all participants could benefit from the training regardless of their initial skill level.

Were your objectives met



Why Phoenix Solution4all?

Delifrance chose Phoenix Solution4all due to their specialization in Microsoft software training and their proven

ability to deliver structured and effective learning experiences. Delifrance has been working with Phoenix Solution4all since 2014, mainly due to the detailed knowledge of their trainers and the interactive style in which their workshops are delivered. The professional and friendly service received from Maggie and Raj has consistently met our high standards. Maggie is extremely flexible and can always work to our requirements, even putting on in-person sessions when necessary. There appears to be nothing she cannot arrange! Raj is often on hand to help with additional questions and offer solutions to problems after the training has occurred, which is a fantastic quality and one of the reasons we do not think of looking elsewhere for our Microsoft training.



Booking Process

Efficiency and Ease

The booking process with Phoenix Solution4all was straightforward and efficient. The ease of scheduling and coordinating the training sessions minimized administrative hassle, allowing Delifrance to focus on participant engagement and preparation.



Training Delivery

Effectiveness and Engagement

The training delivery was highly effective, characterized by clear, hands-on instructions that promoted participant engagement and skill acquisition. The structured approach ensured that complex Microsoft software concepts were

Case Study

Delifrance

conveyed in an easy-to-understand manner, facilitating better learning outcomes.

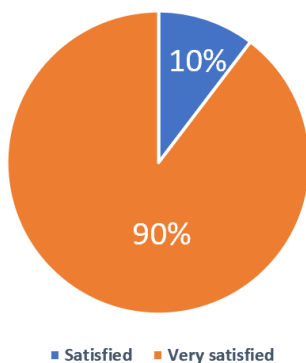
Trainer Competence

The trainers from Phoenix Solution4all are knowledgeable, approachable, and adept at explaining intricate functionalities of Microsoft software. Their ability to simplify complex concepts played a crucial role in enhancing the learning experience for the participants.

“This was by far one of the most engaging and articulate trainers I have worked with. He had a great sense of humour, accommodated our needs and tailored his approach accordingly.”

“I'd highly recommend Phoenix again, and a special thanks to trainer for a great session!”

Knowledge of the subject covered



Project Delivery

Success in Execution

Phoenix Solution4all succeeded in delivering well-structured and interactive training sessions that met the program's goals. The sessions significantly improved the participants' skills in various Microsoft software applications, ensuring that the training objectives were achieved.

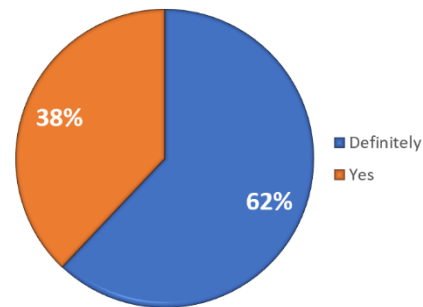
“Thank you for your patience and kindness. Sitting today's excel training was an absolute pleasure and I have learnt so much and will bring home so much more. Can't wait to get home and get practicing on all my Pivot and VBA skills. “

Session Suitability

Tailored Content and Flexibility

Session suitability was ensured through content tailored to match the skill levels and learning needs of the participants. Phoenix Solution4all demonstrated commendable flexibility with the number of participants, accommodating the unpredictability of employee attendance. This adaptable

approach resulted in enhanced competency among the participants, ensuring that everyone gained valuable skills from the training.



WOULD YOU RECOMMEND PHOENIX SOLUTIONS4ALL TO OTHERS?

“Alongside the one-to-one tailored or group training, Raj is often on hand to help with any additional questions and offer solutions to problems after the training has occurred which is a fantastic quality, one of the reasons we would not think of looking elsewhere for our Windows training.”

Conclusion

The collaboration between Delifrance and Phoenix Solution4all for IT training sessions, covering a range of Microsoft software, proved to be highly successful. The company benefited from the expert training, efficient booking process, and tailored content that addressed the specific needs of its employees. The positive feedback and significant improvement in software proficiency among the attendees underscored the effectiveness of Phoenix Solution4all's training programs. Phoenix Solution4all remains Delifrance's first thought for any IT-based training due to their professional and friendly service, detailed knowledge, and post-training support since 2014.

“Great training session and would highly recommend if you are trying to learn a new skill, very pleased with overall course.”



020 3696 2796

Maggie@psalltraining.com

