

# Case Study



## Case Study: Lawtech Group Excel Training by Phoenix Solutions4All



### Introduction

The Lawtech Group recently engaged Phoenix Solutions4All to deliver comprehensive Excel training sessions aimed at enhancing the skill sets of its people. This case study details the successful execution and impact of the training sessions, highlighting the reasons for choosing Phoenix Solutions4All, the efficiency of the booking process, the effectiveness of the training delivery, and the overall satisfaction with the project.

everyone could get value from the training regardless of their starting point.

*“Fantastic trainer, positive and professional. I would happily book other sessions with him as he is so patient.”*

### Why Phoenix Solutions4All?

I chose Phoenix Solutions4All based on the high quality of training I personally experienced previously.

Their sessions are consistently interactive and easy to follow, led by skilled trainers who excel at adapting to the specific needs of the group. The entire team is approachable, professional, and dedicated to providing excellent support.

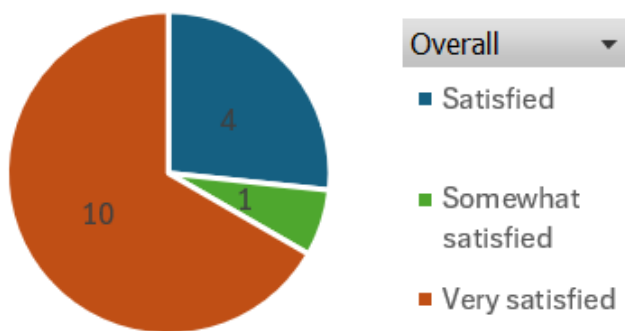
*“Excellent! Very good trainer, Thank you for very informative course”*

### Booking Process

#### Efficiency and Ease

The booking process is remarkably straightforward and efficient. I have found the team to be consistently proactive and quick to respond, always maintaining a friendly and helpful professional manner. Their flexibility in accommodating our specific requirements makes the entire experience seamless.

### Overall

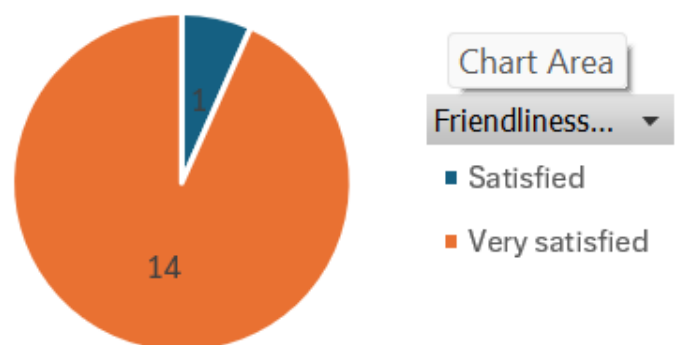


### The Training

#### Type of Training Delivered

Phoenix Solutions4All delivered a series of Excel training sessions covering beginner, intermediate, and advanced levels. The programme was built to support learners at every stage, making sure

### Friendliness



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## Training Delivery

### Effectiveness and Engagement

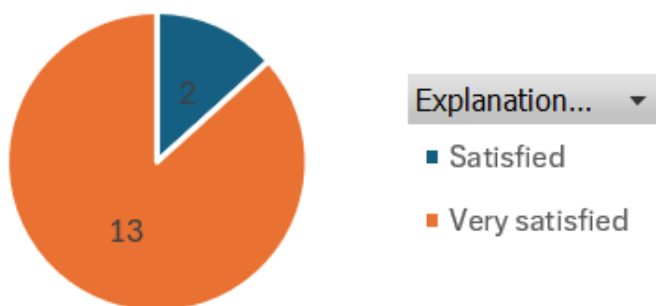
The delivery is both professional and engaging. Rather than a standard lecture, the trainers facilitate a dynamic environment where questions are encouraged. Their ability to pivot based on the group's real-time needs makes the training feel bespoke rather than 'off-the-shelf.' It's clear that the trainers are subject matter experts who also know how to teach effectively.

*"Thank you for warm welcoming and teaching in friendly style, I felt comfortable while learning in the class which was really proactive environment for me. I really enjoyed this training."*

### Trainer Competence

The trainers are highly knowledgeable and bring a great deal of practical experience to the sessions. They are approachable, friendly, and create a very welcoming environment, making it easy for staff to engage and ask questions without hesitation.

#### Explanation of the topics



## Project Delivery

### Success in Execution

Yes – one learning I will take away is to be more specific in my request. Following some staff undertaking both intermediate and advanced Excel, I was advised that some of the same content had been covered in the intermediate session. Not necessarily an issue, as a helpful refresher, but more time could have been focused elsewhere.

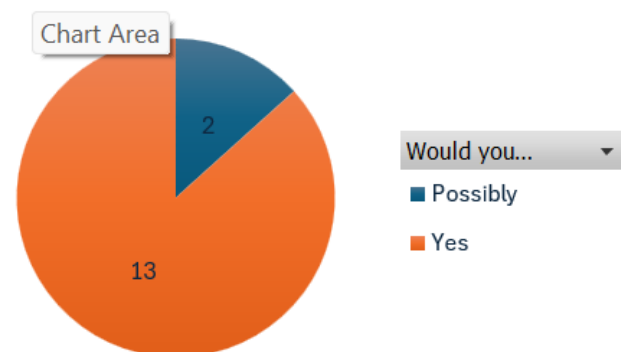
## Session Suitability

### How do you find the online training

The online training is excellently delivered, with the technical setup always straightforward, meaning no time is wasted on troubleshooting. It manages to remain highly engaging and interactive, which is often difficult to achieve in a virtual format. I really value that the team sends out all necessary resources and materials well in advance of the sessions. This allows our staff to familiarise themselves with the content beforehand, ensuring everyone arrives prepared and we can make the most of the actual training time.

*"Feel much more confident. Thank you!"*

#### Would you recommend Phoenix to others?



## Conclusion

The partnership between the Lawtech Group and Phoenix Solutions4All was highly successful. The Excel training delivered strong value for money, supported by expert instruction, a smooth booking process, and tailored content that met the team's needs. The sessions also helped reduce wasted man hours by improving overall efficiency. Participants reported excellent feedback, and the clear improvement in Excel skills highlighted the impact of the programme. Based on my direct experience, I would confidently recommend Phoenix Solutions4All as a supplier to other organisations.