Česká pošta

> " Thanks to iTutor LMS, we have gained a training portal which integrates all information regarding company training at Czech Post all in one location. "
>
> Jana Žemličková, manager of the organization´s training division

KONTIS
e LEARNING

Company Profile

Czech Post, s.p. is a government-owned company operating postal services on the territory of the Czech Republic, which arose concurrently with the independence of the Czech Republic on 1 January 1993. Its history, however, reaches all the way back to the year of 1918. With its 30,000 employees working at more than 3,200 postal branches is one of the largest employers of the Czech Republic. The calling of the Czech Post is to be a trustworthy provider of quality services in the area of brokering information, payments and goods in traditional and electronic formats.

Introduction

For the training of its employees Czech Post was using the system of Ramses Learning, which, however, gradually became outdated and was not comfortable for the user, could not be further developed, nor used in the whole network of postal branches. Furthermore, it dealt with only a fraction of the processes associated with training the employees of Czech Post. It is primarily for those reasons that the company of Czech Post looked for a replacement for this original solution, but an LMS system which enables the management of training in a more comprehensive yet simpler way. From the production of eye-catching, interactive e-courses to the creation of an extensive catalogue of training events, tracking orders and their approval process to the tracking of the completion of the qualification profile. And all that not only for the core employees, but also for the external ones – the overall number of users thereby exceeds 60,000.

Customer Requirements

Among the basic requirements placed on the new LMS system was the complete incorporation into the existing ICT environment of Czech Post so as to enable the functions of:

- Individual log-in of users (Active Directory)
- e-mail notification and appointment invites (MS Exchange)
- Transfer of the structure of users including their classification according to their job titles, place of worksite, etc., the transfer of planned dates for classroom training, and qualifying requirements (SAP R/3 HR module)

Czech Post needed above all to resolve these key areas of training:

- Own development of e-learning courses
- Building up an extensive multimedia catalogue of e-learning courses and planned dates of training events
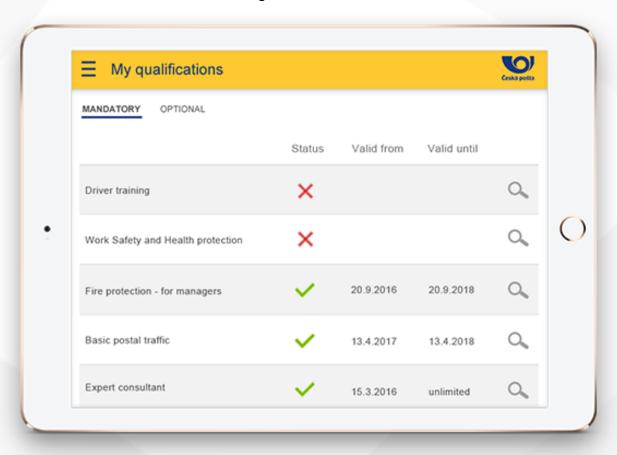- Tracking the qualification profile of employees

iTutor LMS offered all that was necessary

iTutor LMS of the company of Kontis ltd. is a modular system, so its configuration thereby can be chosen precisely according to the requirements of the customer and this configuration can at any time be simply expanded to satisfy any eventual growing demand on the functionality of the system.

In order to satisfy the demands of Czech Post, the basic configurations of iTutor LMS (the modules of iTutor Student, iTutor Manager, iTutor Administrator, iTutor Messenger and iTutor Reporter) were expanded by the modules of iTutor Tester, iTutor Qualifications, iTutor Catalog a iTutor Publisher.

The application of my qualifications allows employees to check on the completion of qualifications

Even the base configuration of iTutor LMS offers totally new options

The modules of iTutor Student, iTutor Manager and iTutor Administrator offer the user a favourable user environment to all users regardless of what role they are using the training portal for.

Students (about 60,000 users) have all information necessary for their successful professional development at their disposal. The intuitive viewer allows for the easy searching of information during the course of studies, fulfilling the qualification requirements, and the like.

Likewise, managers, of whom there are more than 5,000 at Czech Post, have at their disposal exactly the data and functions that they need for the effective management of their subordinates, for which they may track the fulfilment of their attendance and other study requirements.

Administrators (15), or persons responsible for the definition and analysis of all subjects and processes of training at Czech Post, acquired using iTutor LMS as a reliable partner.

The module of iTutor Messenger makes sure that no one misses any important event – informs students, managers and administrators about anything substantial, what is or will be transpiring at the training portal via the personalized, automatic distribution of e-mails .

The module of iTutor Catalog has brought new possibilities for the multimedia training catalog

By way of the module of iTutor Catalog, Czech Post has created an extensive on-line catalog of electronic and classroom courses on offer, for which it is possible to publicize various parts of the catalog by various employees, e.g. according to the qualification requirements related to the job position. Employees have the option of viewing a public or personalized offer of courses, including all necessary information and thereby easily find the required training, order a suitable term and continuously monitor the state of the approval process. This catalog enables managers to register their subordinates en masse for the planned training.

Thanks to the iTutor Messenger module managers and students are sent an invitation for the ordered and approved training to the MS Outlook calendar.

Effective creation of training content thanks to the iTutor Tester and iTutor Publisher modules

Thanks to iTutor Tester, the proposal of sophisticated tests or questionnaires is now just a matter of moments at the Czech Post. Making them accessible to students is now standard on any device, including mobile phones or tablets.

Czech Post is now significantly saving financial means and time also thanks to the module of iTutor Publisher, which enables the intuitive and quick creating of eye-catching interactive e-learning courses. It is especially for the courses required by law that a significant part of the studies can be transferred to self-study, which is

followed by a shortened classroom training. Final testing and its comprehensive evaluation is of course again provided by iTutor Tester.

Qualification requirements for 64,000 users under control

The module of iTutor Qualifications enables managers of Czech Post to compare the qualifying requirements defined for standard positions or the planned number of slots and them being filled by participants.

Likewise this module brings a perfect overview of fulfilling qualifications by employees – in case the ending of the period of validity for gaining qualification is approaching, employees are alerted by an automatically generated e-mail.

In Conclusion

By the installation of iTutor LMS from Kontis, ltd., Czech Post has gained a training portal which:

1. Is intuitive, comfortable, quick and accessible in the whole network of postal branches (access from Windows and Linux stations)

2. Fully utilizes the current ICT environment – Active directory for the individual log-in of users, MS Exchange for sending e-mail notifications and transferring data from/to SAP R/3

3. Provides a comprehensive on-line multimedia catalog with markedly simplified ordering of training activities and tracking the multi-level approval process

4. Clearly arranges the administration of qualification requirements for individual employees according to their job title

5. Informs all users with the help of personalized automatic e-mail notification

6. Significantly saves time and financial means spent on training in subjects mandated by law

7. Enables the easy creation of one´s own eye-catching multimedia content