



Focus on ROI:

Training Makes the Difference between Getting By and Getting Ahead

Too often Dynamics GP training is like a big version of the whisper game. The consultants train the trainers, usually functional leads, who then train the rest of the users. When employees leave or change positions, they train their replacements, maybe.

With each training pass, a little more knowledge leaks from the system. Occasionally, there's some re-training, usually around a major upgrade. Alternatively, a new hire may have Dynamics GP experience he or she brings in to the organization. But really, that's about it.

This issue isn't unique to Dynamics GP; it's prevalent across the ERP space. There has been a rash of public company restatements lately where the blame was laid squarely on inadequate training in the accounting and finance functions.

And whether you know it or not, you pay for training. And you might pay for it in three ways. In the first two options, it's under the heading of "Training" or "Support." Unfortunately, support can be more expensive – sometimes 10 times as expensive as getting the training up front. Lost time, potentially lost data, and employee frustration all contribute to the added costs, not to mention the support call.

However, the most expensive of all is the effect lack of training has on financial accuracy, and company credibility. In some cases, poorly trained employees don't even know they're making mistakes until the damage has already been done.

So now you know the costs of not getting your employees trained on your Dynamics GP software. What are the benefits if you do?

You make employees more productive.

When people can use software more effectively, they are more effective workers for you. They can do more things faster, get more done and are available to complete other work that is mission-critical. When your employees know the software better, they can get wherever they're going faster, better, and with less wasted energy. That translates into higher productivity levels.

More productive employees make for happier employees.

It's true. Think about it: when you're doing a good job, are you more likely happier than someone who is struggling? Are you more likely to stay in a position where you know you're making the most of your skills? Employees that receive training know that their employer is willing to invest in their training and believes in their improvement.

After successful training, workers exhibit new skills, and see new opportunities and use the Dynamics GP software more effectively. They have greater confidence and a sense of direction, can contribute to the company and are motivated to action. Training allows every member of your team to play a more significant role in the success of your company.

You make the company more competitive

Compared to recruiting and hiring, training is an inexpensive way to upgrade your staff – and stimulate those who take the training. With more than one client, it can be noted that eliminating training can enforce mediocrity, and codify poor business processes and practices. Training brings in money. Focused training can pay for itself many times over by raising morale, boosting efficiency and maintaining high standards.

What are your training options?

CAL Business Solutions offers several training options to meet the needs of your business. For busy companies that need their people to remain on site, our training consultants can come to your office and help you make sense of the vast array of features Dynamics GP offers. However, we recommend getting out of the office to focus your employees on the training they're receiving. Ringing phones, constant requests from other departments and other interruptions can make information retention difficult.

At CAL, we offer the CAL Training Center to help your employees to get the most out of the training they're getting, in a technology-rich classroom environment. We offer:

- **Group classes** for up to 8 people in the CAL Training Center
- **Private classes** in the CAL Training Center
- Professional training **manuals** available for purchase

So in lean economic times, don't skimp on the training. Take the opportunity to make the most of your Dynamics GP investment, let CAL Business Solutions train your staff and realize true ROI.