



Adopting Dynamics 365 for Pro-Pac Packaging Group

Pro-Pac Packaging Group, a leading supplier of packaging solutions, faced a major challenge in training its teams to effectively use the new Microsoft Dynamics 365 Finance, Warehousing, Fixed Assets, Customer Service and Supply Chain Management systems. To address this challenge, we worked closely with Pro-Pac Packaging Group to understand their learning objectives and create custom training content. Our approach was based on a train-the-trainer method, where we trained a group of super-users who then trained their peers. The online training was interactive and engaging, ensuring that the teams could understand the concepts and apply them in their day-to-day work.

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Pro-Pac Packaging Group is a leading supplier of packaging solutions for various industries in Australia and New Zealand. With a wide range of products and services, the company has established a strong reputation in the industry for its quality and reliable solutions. Pro-Pac Packaging Group's primary aim is to provide customers with the best packaging solutions that meet their requirements and help their businesses succeed.

The Brief

Pro-Pac Packaging Group recently decided to adopt Microsoft Dynamics 365 Finance, Warehousing, Fixed Assets, Customer Service and Supply Chain Management to streamline their operations and improve productivity. The company faced a major challenge in training its teams to effectively use the new systems and processes. The existing team lacked the knowledge and technical skills required to make a smooth transition to the new systems.

In summary:

- Pro-Pac Packaging Group faced a major challenge in training its geographically dispersed teams to effectively use the new Microsoft Dynamics 365 systems
- Teams lacked the knowledge and technical skills required to make a smooth transition to the new systems
- Teams consisted of individuals with varying levels of experience and skill sets, making it difficult to provide uniform training
- The challenge of training geographically dispersed teams with varying levels of experience and skill sets needed to be addressed to ensure a successful transition to the new systems.

The Solution

To address Pro-Pac Packaging Group's training needs, we worked closely with the management and operations teams to understand their learning objectives and create custom content for the training courses. Our approach was based on a train-the-trainer method, where we trained a group of super-users who would then train their peers. This approach helped Pro-Pac Packaging Group to save on the cost and time associated with traditional training methods.

We provided online training to the super-users covering various modules including Financials, Accounts Receivable, Accounts Payable, General Ledger, Fixed Assets, Warehouse Management and Operations, Supply Chain Management, Work Orders processes and Customer Service processes. Our training approach was designed to be interactive and engaging, ensuring that the users could understand the concepts and apply them in their day-to-day work.

The training was well received by the Pro-Pac Packaging Group teams, and they were able to quickly apply the knowledge and skills learned in the training sessions to their work. As a result of the training, the teams were able to increase their productivity, reduce errors and improve the accuracy of their work.

In conclusion, our train-the-trainer approach helped Pro-Pac Packaging Group to effectively train its teams to use the new systems built on Microsoft Dynamics 365 Finance and Operations. The custom content created for the training courses was effective in ensuring that the users could meet their learning objectives and improve their performance. With the increased productivity of the management and operations teams, Pro-Pac Packaging Group was able to

As a result of the training, the teams were able to increase their productivity, reduce errors, and improve the accuracy of their work. The custom content created for the training courses was effective in ensuring that the users met their learning objectives and improved their performance. With the increased productivity of the management and operations teams, Pro-Pac Packaging Group was able to streamline its operations and achieve its goals. The train-the-trainer approach was cost and time-effective, making it an ideal solution for Pro-Pac Packaging Group's training needs.

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achieve its goals.

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