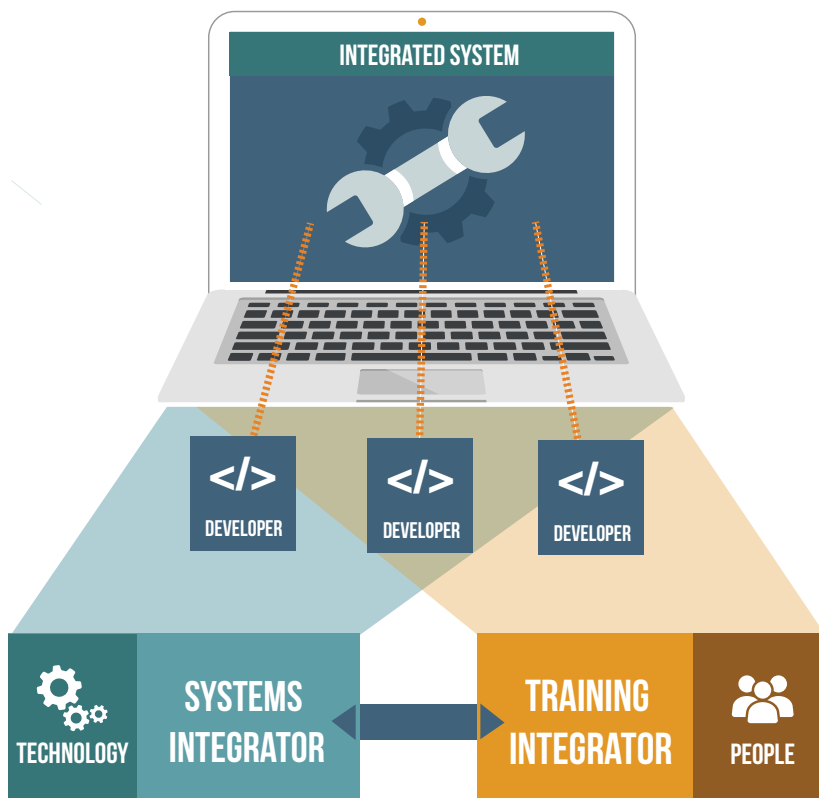


Rolling Out a Modular Medicaid System

It means serious planning, management and coordination.

It also means rethinking roles, work processes, output and quality measures. If you're responsible for user training, you know how challenging it is to get a team ready – especially with multiple system developers who each own a small piece of the puzzle.



Briljent has solutions.

We are experts in helping address the human impact of systems and process change in the workplace. Our specialty is working with system integrators to ensure that new functionality and procedures are communicated smoothly and efficiently to end users. Our goal is to ensure that users understand what is changing, why it's important, and how it will affect the work they do every day, so they can hit the ground running when your system goes live.

SCOTT LORCH - VP, Client Services



We understand the unique challenges of training for an integrated system:

Silos of development. Briljent is accustomed to consolidating knowledge from multiple sources to produce a seamless learning experience for users. As your sole source of training, we will immerse ourselves in your workflow vision, design a curriculum that avoids overlap and gaps and offer a consistent learning experience from end to end.

Documentation and training variance. System vendors know the technical aspects of system integration, but they may not have deep knowledge of adult learning and instructional design. Briljent's core business is learning – we will develop courseware that is engaging and effective, and we'll develop it efficiently, saving you time, money, resources, and improving your ROI.

Focus on features (not workflow). Too often we've seen systems training focused only on the new bells and whistles. Briljent focuses first on the tasks users have to perform and the scenarios they will likely face--then we show how the system supports that work. By teaching systems in the context of typical workflow examples, training is more relevant and more easily retained.

Training as an afterthought. Training activities are often backburnered until late in the launch schedule. As your training partner, Briljent's project managers and training administrators can provide guidance on scheduling. We will also start early, partnering closely with your developers and adjusting draft materials as the system evolves. If a time crunch becomes unavoidable, we can scale our staff to accelerate the process.



One-and-done effort.

Learning a complex process is rarely possible in a single training session. Adults need repeated reminders, hands-on practice, and lots of opportunities to discuss, ask questions, and get coaching. Briljent's courseware meets this need – we can deliver a blend of instructor-led sessions, self-paced learning, expert reinforcement and learner-friendly reference documents, all customized to suit your needs and budget.

Increased demands on you team's time.

By engaging Briljent, you can keep your team (and especially your high performers) focused on their work. There's no need to pull them into a training role or ask them to consolidate content from the different developers. You can tap into Briljent's designers, developers, technical writers, facilitators and project managers as needed.

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