

# CLIENT CASE STUDY >>>



## Delivering a Scenario-based, End-user Training for Leasepoint® with Manuals and Desktop Procedures

### CHALLENGE



A **leading aircraft lessor** needed to provide its growing staff with a repeatable, end-user training for Leasepoint®, along with well-structured and formatted manuals and desktop procedures for effective system use.

Zeevo designed and facilitated a **custom, scenario-based training** and led multi-departmental training sessions, both in-person and remotely, supported by Zeevo-authored **end-user manuals and desktop procedures**.

### >>> APPROACH

- ▶ Designed and led a multi-departmental Leasepoint training on-site with the client and recorded the session for future reference
- ▶ Conducted Q&A follow-up sessions to address user-specific challenges and scenarios to ensure every position was operating and using the system efficiently
- ▶ Refined the client's data governance, practices, and policies, and developed manuals and desktop procedures, covering system admin, contracts data, technical data, maintenance reserves, and business data system requirements

### >>> OUTCOME

- ▶ The client benefited from a high-quality and fully customized training session where all attendees received instruction tailored to their individual needs
- ▶ Provided well-structured and formatted user manuals and repeatable training materials easy to follow and retain on a go-forward basis by current and future end-users
- ▶ Delivered recommended enhancements for data management, data remediation, and set-up

### ZEEVO'S VALUE ADD

- ▶ Delivered scenario-based Leasepoint expertise anchored in the knowledge of the ins and outs of the system, including an in-depth understanding of the system's framework, behavior, constraints, and strengths of the
- ▶ Provided relevant guidance and insights to management to design a repeatable training curriculum, specifically relevant to the platform's internal skillsets and enterprise needs
- ▶ Provided external personnel to coordinate, facilitate, and lead training sessions
- ▶ Assisted with logistics communications from supervisors to staff while on-site to ensure the availability of requisite staff for attendance of training sessions
- ▶ Zeevo is registered with the National Association of State Boards of Accountancy (NASBA) as a sponsor of continuing professional education on the National Registry of CPE Sponsors

## WHY ZEEVO?

Our experience and expertise <

Our style and passion <

Our team of professionals <

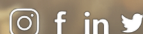
Our commitment to a strategic relationship <

## LET'S TALK

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