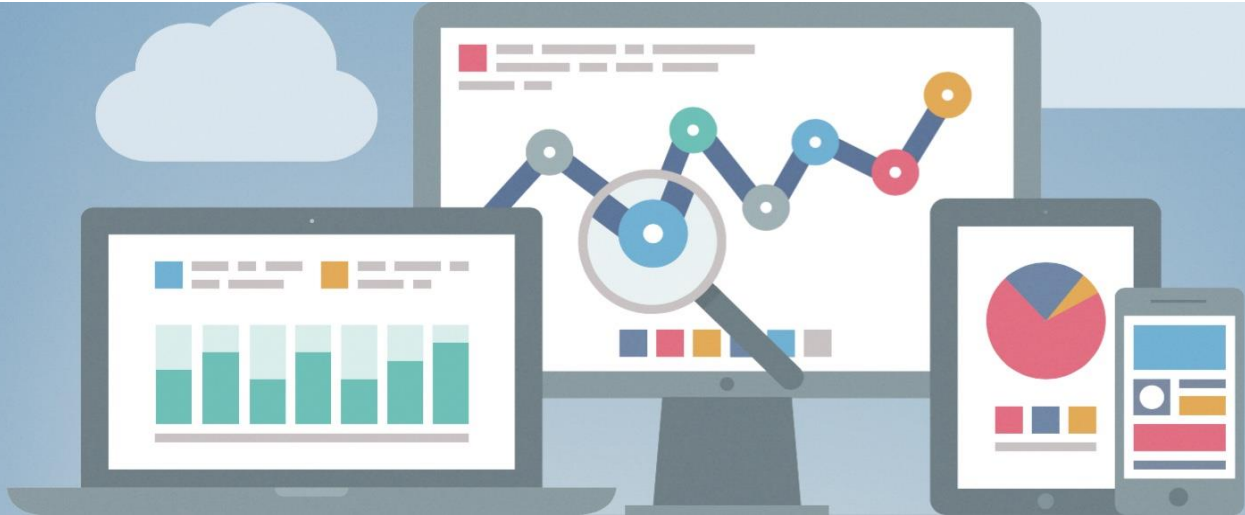


# Brabners are reaping the rewards from LTC4

iTrain develop and deliver an ambitious IT skills training programme

iTrain



---

## Project Overview

Brabners have invested heavily in technology over the past few years to ensure it can offer the best service to its clients. Brabners upgraded to Windows 8, Office 2013, and implemented new systems such as iManage, Mimecast, Microsystems DocXtools and Skype for Business.

Although Brabners provided training as part of the software upgrade programme, it quickly became clear that staff members were not utilising the new technology effectively. Old, inefficient working practices were still common. IT Helpdesk calls revealed that skill levels had not kept pace with the technological change. Brabners knew they faced a challenge to raise skill levels to take advantage of the investment they had made. They also saw this as an opportunity to increase efficiency, quality, capability and reinforce best-practices.

Brabners engaged iTrain, legal technology training specialists and LTC4 Training Vendor, to assist with an ambitious skills development programme. They asked iTrain to deliver IT training solutions that were practical, relevant, measurable, dealt with common problems and promoted efficient working practices.

## About Brabners

Brabners is a North-West based full-service law firm. Their clients include private businesses, PLCs, banks and institutions, private clients, public sector bodies and other organisations, based all over the country, throughout Europe and beyond.

# Brabners

---

*"Training is practical, relevant and targeted to both the needs of individuals and the business as a whole. The feedback from our staff has been outstanding, and the training provided by iTrain is definitely having a positive impact on Brabners."*

**Mark Brandwood**  
Managing Partner, Brabners LLP

---

---

## The Solution

The LTC4 learning plans establish industry-standard technical core competencies, based around realistic workflows. The detailed competency frameworks identify scenarios, tasks and outcomes to assure competence.

The LTC4 learning plans were flexible enough to allow Brabners to customise the training to reflect their technology and best-practices. Learners are expected to demonstrate competency against the skills contained within each learning plan before certification is awarded.

Brabners asked iTrain to implement three LTC4 learning plans: Working with Legal Documents, Collaborating with Others and Managing Documents & Emails. This was delivered to 300 members of staff across three offices.

Each of the training courses were designed to be very hands on, closely following the scenarios documented in each LTC4 learning plan. Learners were asked to perform a series of tasks that worked towards meaningful goals. The trainer promoted best-practice methods, introduce new technology and reinforce existing skills in a way that made sense to participants. The trainers were keen to include learners in discussions to encourage participation, ownership and collaboration. There was a real emphasis on allowing learners to explore technology, wrestle with problems and work together to find solutions.

## About iTrain

iTrain are technology training experts.

We provide onsite and remote training, training material development, consultancy, project management and support services.

We specialise in supporting software rollouts and skills development programmes.

We can provide assistance to your internal training team, or we can be your training team.



---

## Reactions, Results & Feedback

The reaction form attendees during training was extremely positive, and this was backed-up by the formal course evaluations that people undertook. Learners consistently said that the training was relevant, practical and has increased their confidence using technology.

Although learner feedback was excellent, the real measurement of success is the impact on the business:

- Staff reported increased confidence when working on documents, resulting in improved document drafting times and document quality.
  - Email filing in iManage WorkSite increased by 5.4%.
  - IT Helpdesk calls reduced by 10.4%.
  - There was a real focus in training on improving working practices, relating to email filing, scanning and working with PDF's, resulting in a 11.2% reduction in print volumes.
  - Several departments have asked for additional training to assist with the process of fully cleaning and restyling precedents. They now understand the importance of formal document styling.
-