



**The Customer Accounting Software System (CASS) training program for American Honda Financial Corporation**

## Helping enterprises make the most of enterprise software systems

American Honda Finance Corporation (AHFC) is a Direct Business Associate of Honda Financial Services, one of the leading automobile retail finance institutions in the US. AHFC meets the financing needs of Honda's customers, offering retail sales finance and lease contracts, tailored to their specific needs.

### THE NEED FOR E-LEARNING

To cater to its 3 million-strong customer base, AHFC implemented CASS, a customized enterprise-wide software system. It aimed to enhance its customer-service capabilities and improve business flexibility and responsiveness. To enable AHFC to use the new system to the fullest, upgrade its capabilities and achieve synergy with legacy applications, it needed a comprehensive training program—one that would address all aspects of change management. Over 1600 associates across the US and Canada had to be brought up to speed in a short time so that the system could be simultaneously rolled out at all centers.

### HOW OUR SOLUTION HELPED

Tata Interactive Systems identified three critical requirements for the successful implementation of CASS:

- The training had to be engaging, enjoyable and interactive; it also needed to leverage on the learners' knowledge, enabling them to leap-frog through the new application.
- Business process change management was the key to a smooth transition, which allowed dynamic responses to future challenges.
- An integrated communication plan, using the appropriate media, fora and delivery, was essential for effective change management.



**1600+ associates were simultaneously trained across 14 locations, enabling AHFC to roll out their product on time, without hassles.**

The solution had two components:

- Instructor-led training (ILT) to inform users about all the aspects of the change, how they would be impacted by it, and to keep them motivated through the transition.
- Web-based training (WBT) on the intricacies of the new software system, aimed at maximizing productivity from day one.

It was implemented in four phases:

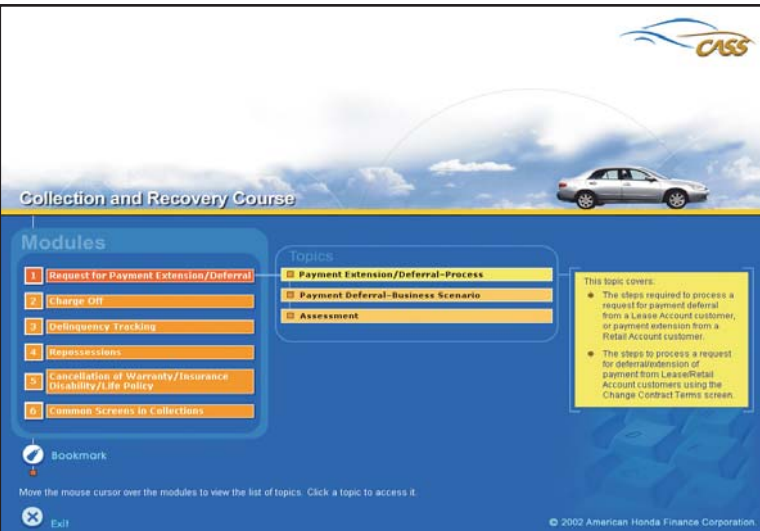
- Training Needs Assessment and technical analyses to conceptualize the curricula, course structure, technical architecture and communication plan.
- Design of reusable, modular "learning objects", ILT courses, and customization of a Learning Management System (LMS).
- Creation of 12 hours of ILT and 36 hours of WBT—15 courses comprising 37 modules.
- Implementation, which involved training the trainers and users, and application and domain-specific training.

### TECHNOLOGY USED

The entire training program was designed using HTML, DHTML, Flash, and ASP.

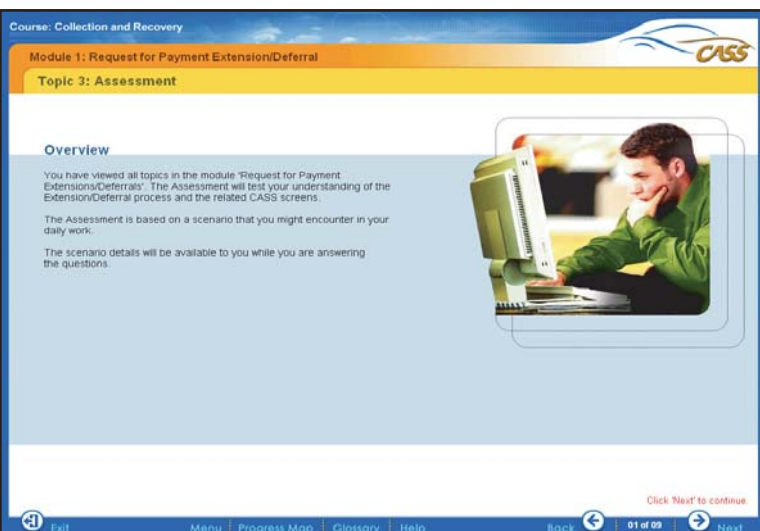
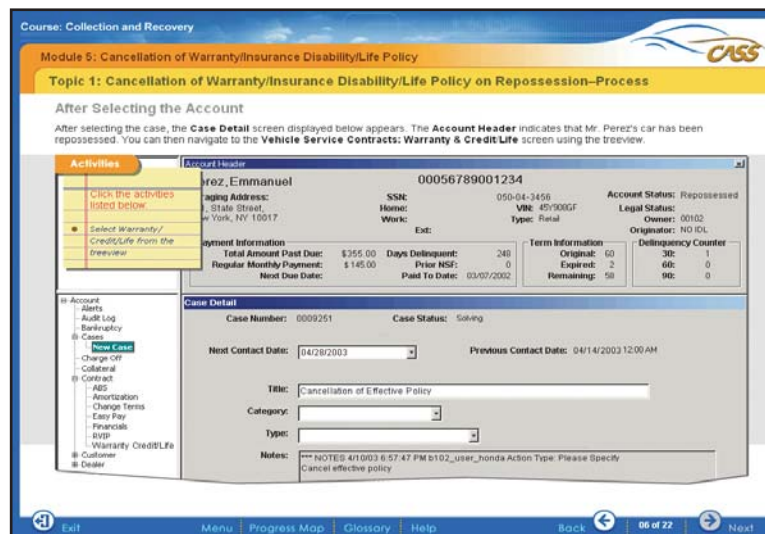
## SOME SAMPLE SCREENSHOTS

These screenshots offer a brief glimpse of the CASS training program. To experience our products at work, you may view the demos by registering online at [www.tatainteractive.com](http://www.tatainteractive.com).



The training program begins with an introduction, which gives users an overview of the course.

15 courses, with 37 modules in all, were developed for the Web-based training component of the program. This screenshot depicts one of the modules.



Detailed assessments are an integral part of the program, enabling organizations to track learning effectiveness.