



# Agenda

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# About us

Bespoke learning solutions

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Delivering e-learning for seven years

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Award winners



## Awards

- Most Accessible e-Learning Solution 2005 (*winner*)
- Young Professional of the Year 2005 (*winner*)
- Team of the Year 2005 (*short listed*)
- Training Company of the Year 2006 (*short listed*)
- Most Innovative New Product in e-Learning 2007 (*special mention*)
- Team of the Year 2007 (*short listed*)
- External Project of the Year 2008 (*winner*)
- e-Learning Project of the Year 2008 (*winner*)

# Our services

Use the range of tools that is available:

- e-Learning
- Business simulations
- Mobile learning
- Podcasts
- Webcasts
- Wikis
- Classroom workshops
- Authoring tools



# Our approach

## Current (as is) situation

### Identified problems:

- The performance management process is being applied inconsistently
- The process needs to be utilised correctly so that employees receive an appropriate financial reward
- Classroom training is not always consistent and is resource intensive
- Classroom training is not always possible or the most effective solution for all topics

## Performance management training components

### Web based training module 30 minutes of learning (role specific)

- Explains the workings of the performance management process
- Teaches how to use the components involved
- Identifies the various issues and problems that may occur
- Explains how to overcome those issues and problems
- Helps learners to understand their roles and responsibilities
- Helps them understand the practical choices that they need to make

### Downloadable knowledge layer

- Reinforces the training module
- Is a relevant ongoing knowledge resource for employees
- Answers questions through relevant FAQs, hot tips, case studies of the benefits and war stories

Classroom training (delivered by the business)

Deployment support and IT integration

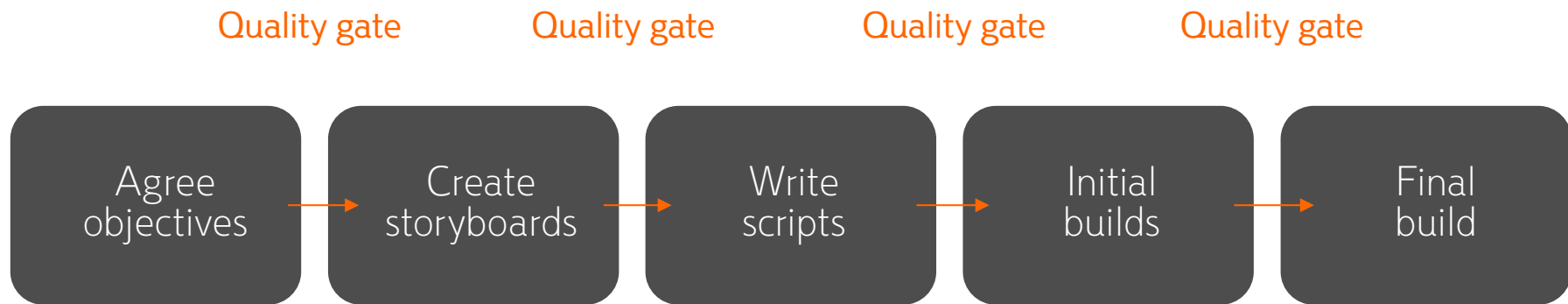
Communication from the management team

## Future (to be) situation

### Desired outcomes:

- Performance reviews are handled in a consistent manner
- Learners have a clear understanding of the performance review process across the business
- Learners understand who needs to be involved at each stage
- The benefits of the process are clear and learners are motivated to use best practice as outlined
- Common issues and problems are handled consistently and more quickly
- Classroom resources are used more efficiently

# Design process



Project management

Instructional design

Delivery manager

Fees are linked to deliverables

# Case study (ROI) – KPMG

## Original situation

- Two day interviewing skills classroom training
- Highly visible flagship course
- Needed to be more efficient

## Benefits from Saffron's solution

- £52,800 p/a saved in residential fees
- £67,200 p/a saved in presenter costs
- Five hours of delegates' chargeable time saved
- Pass rates better, on average, than previous solution

*“Saffron’s solution is as, if not more effective, than the original two day classroom and is certainly more efficient.”*

Graduate Training  
KPMG


# Case study (global reach) – Hilton

## The brief

- New property management system to be introduced
- All staff across the globe to be trained
- Six month deployment window

## Our solution

- 55 hours of e-learning
- Translation into 10 languages
- Audio
- Maintenance environment



*“I wanted you to know that the whole room was extremely impressed with the quality, interactive nature, fun and professionalism that these courses represent. I am delighted with your achievement and the impact I think this training will have in developing the core competence of Hilton management in Distribution... Congratulations, a great job really well done...”*

**Senior Vice President**  
Hilton International

*“My lasting impression of Saffron is a company that is passionate about satisfying its customers’ needs, that they were more than willing to go the extra mile to ensure their customers’ success. I would have no hesitation in recommending them and if I have a need to produce another e-learning package they would be my preferred supplier.”*

**UK Major Customer Operations**  
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