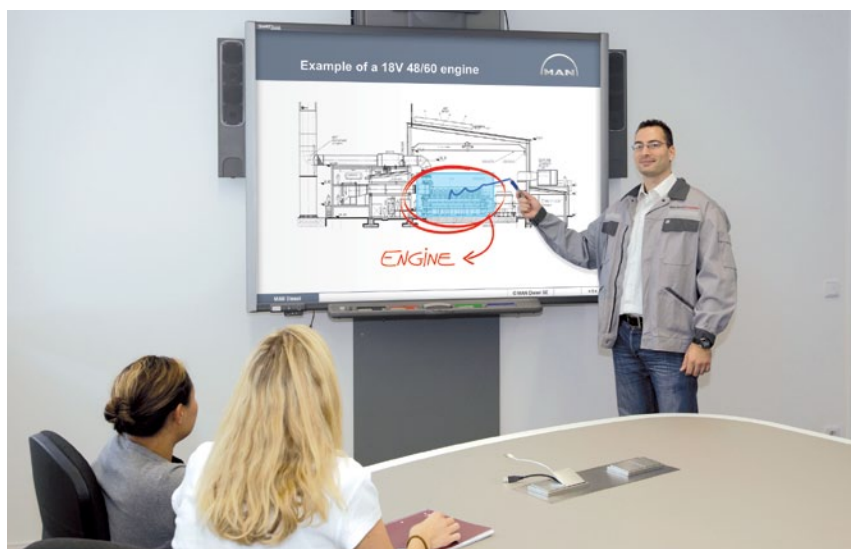


Interactive Training Technology For MAN PrimeServ Academy

MAN Diesel & Turbo SE, Augsburg/Germany



SMART solutions offer interactive training sessions.

The MAN Group, focused on proactive, customer-oriented after-sales activities, places high importance on training for both customers and service staff. To help meet its objectives for interactivity in workshops and training sessions, a division of this global company has implemented SMART solutions.

MAN Diesel & Turbo, with over 12,500 employees, is the second-largest division of the MAN Group and the world's leading supplier of large diesel engines and turbo machinery for marine and stationary applications. The division's MAN PrimeServ Academy offers a wide range of customer and employee training, supporting the development of internal service engineers and providing basic, advanced and expert-level courses to customers' ship and power plant engineers. Its ten training centers worldwide help to ensure a high-quality, standardized transfer of knowledge using uniform teaching materials and methods. MAN Diesel and Turbo's carefully managed after-sales activities include extensive training offerings, which SMART interactive solutions are proving to benefit after their implementation at the PrimeServ Academy in Augsburg, Germany.

Setting standards

"Like many others, we also worked with projectors, whiteboards and flipcharts before purchasing SMART solutions. Above all, we were missing interactivity, which must be part of technical training," says Michael Born, Project Manager at the Augsburg MAN PrimeServ Academy. "At MAN, we focus on a healthy mix of classic and modern technology. We want the ability to appeal to all customers." Since its founding, the MAN PrimeServ Academy has emphasized the highest standards through training optimized by the most modern, standardized technology products and media. The Academy also looked specifically for a tool to not only support trainers, but also to be used during

Challenge

Find a tool to set a standard in all MAN training facilities worldwide that can also be used during meetings.

Solution

Since 2007, MAN's PrimeServ Academy in Augsburg has used eleven integrated SMART Board® 680 interactive whiteboard systems and eight SMART Podium™ interactive pen displays for more than 90 training sessions per year.

Results

Interactive training sessions and full integration of any Microsoft Office application make the SMART solution a unique teaching and meeting tool.

internal meetings. "With SMART solutions we've found the desired standard, which should now be used in all MAN PrimeServ Academies," says Born.

MAN after-sales service aided by SMART service

"A company that offers solutions this flexible, and with this many variations, has just convinced me," continues Born. "The authorized SMART reseller simply provided us with loaner systems to test their stability." In addition, MAN contacted some SMART reference customers and heard their positive opinions about SMART solutions. Once that was done, the path was clear. "The installation went smoothly and was perfectly coordinated with our training plans. It didn't cause any inconvenience for our customers," he says.

Ease-of-use

"The SMART Board's basic applications are easy to learn. The application range is so wide that we're far from using all of it," says Born. "Even after the basic introduction, additional training modules are available. Skilled and experienced SMART trainers coached us continuously during the implementation process. We're also using the SMART GoWire™ auto-launch cable." Used to connect a computer to a SMART Board® interactive whiteboard, the cable automatically launches SMART software. In this way, all staff and external trainers have immediate access to interactive tools without installing any software on their own computers, without administrator system rights and with no permanent system changes.

Interactivity in technical training

MAN uses the SMART Board interactive whiteboard in many different ways. Thanks to its features, for example, Microsoft® PowerPoint® presentations are now interactive. "We can run a video of a motor cross-section, for example," relates Born. "If there are questions, we can stop it at any time by removing the pen from the Pen Tray, and highlight important features. During training sessions, the trainer pulls up a technical drawing on the SMART Board. The participants can then reconstruct in the drawings exactly how the air and fuel move through the system. Hydraulic line plans are also discussed with the participants, and missing items are added interactively."

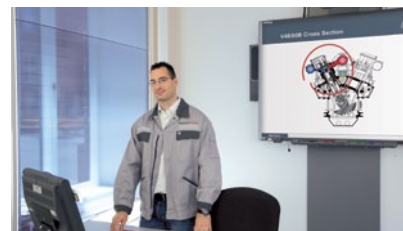
Convenient solution – SMART Podium™ interactive pen display

The SMART Podium interactive pen display on a trainer's desk transmits directly to the SMART Board interactive whiteboard, enabling the trainer to control all applications from one place. The image on the display is projected simultaneously for all participants to see on the SMART Board interactive whiteboard, as are any changes made. "We were, from the beginning, very satisfied with the easy-to-use systems. They are extremely robust and have the great advantage that the instructor can always keep eye contact with the participants," says Born.

The future with SMART

Because of the cooperative relationship developed with SMART, the MAN PrimeServ Academy will rely on SMART systems in the future. "We want to set a standard in cooperation with the other PrimeServ Academies worldwide. Major focus is on the global network and the training concept," says Born.

Currently, a maintenance contract with the authorized SMART reseller is in place for all SMART products in all departments at MAN Diesel & Turbo in Augsburg, assuring their operational safety and reliability in the future. Born adds, "We also run video-conferences with other MAN locations, so SMART Bridgit™ conferencing software also interests us. Conference participants could work interactively at the same time on the same document on the interactive whiteboard, the SMART Podium and their laptops."



SMART Podium™ interactive pen display makes a convenient solution.

"SMART has convinced us with its overall package. Its flexible solutions, the easy-to-use, the many various applications and especially the service are unbeatable!"

Michael Born, Project Manager at the Augsburg MAN PrimeServ Academy

About SMART

SMART Technologies is a leading provider of collaboration solutions that transform the way the world works and learns. We believe that collaboration and interaction should be easy. As the global leader in interactive whiteboards, we bring more than two decades of collaboration research and development to a broad range of easy-to-use, integrated solutions that free people from their desks and computer screens, so collaborating and learning with digital resources are more natural.

SMART Technologies

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