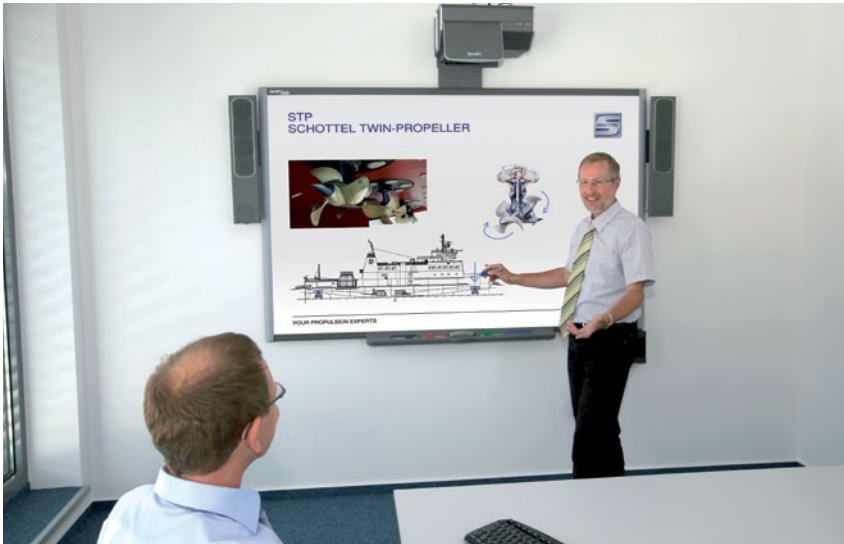


Turbo Propulsion For Interactive Training

SCHOTTEL GmbH, Spay/Germany



Since the start of the SCHOTTEL Academy, the 40 trainers have relied on SMART Board® interactive whiteboards.

The SCHOTTEL Group, manufacturer of propulsion and steering systems for ships and offshore applications, has committed to using interactive solutions in staff training. The increasing complexity of propulsion systems and their integration with other ship systems places increasing importance on the effectiveness of staff and customer training. SMART solutions are helping to ensure that the SCHOTTEL Group reaches its training goals.

The SCHOTTEL Group, one of the world's leading manufacturers of propulsion and steering systems for ships and offshore applications, is headquartered in the town of Spay in Germany's Rhine valley and operates approximately 100 sales and service locations globally. The company focuses on both the efficiency and the reliability of its propulsion systems, so customer and staff training are essential. To this end, the SCHOTTEL Academy project was launched and currently offers over 150 training modules. Participants include customers' ship captains and crews, external service engineers, channel partners and SCHOTTEL staff. Since the start of the project, the academy's 40 trainers have relied on SMART Board® interactive whiteboard systems.

Quick start replace time-consuming technicalities

"Like many other companies, we used to work with projectors, whiteboards and flipcharts," says Reinhold Knecht, General Manager, SCHOTTEL Academy. "However, this was always very time-consuming. One employee would transcribe notes from the whiteboard while another photographed them after training sessions. Before a trainer could send compiled information to participants, a report had to be collated with inserted images. All in all, it was just very inconvenient," he says. "In addition, we had problems with huge shadows on the projector screen and a great deal of time spent on setup." With an increasingly strong demand for the training of all employees within competence matrices, the search for an easy presentation tool that could overcome these limitations was becoming more urgent. "In addition to the SMART Boards, we tested SMART's competitors' products. The key advantage that made us choose SMART solutions is their simple

Challenge

Find a tool to meet the high demand for optimal interactive training for customers' ship captains and crews, external service engineers, channel partners and SCHOTTEL staff.

Solution

In each of its four training classrooms, the company uses a SMART Board® 685i interactive whiteboard system. To date, over 200 training sessions have been completed using the product since the founding of the SCHOTTEL Academy in 2010.

Result

The ability to quickly start and easily deliver interactive training sessions optimizes the delivery of product knowledge.

and intuitive operation,” says Knecht. Four training rooms in Spay were equipped with SMART Board® interactive whiteboard systems. In the first year, starting in 2010, they were used in over 200 training sessions for 1,400 participants.

SMART service – individual solutions

“Above all, it was very important for us to get a complete solution from one source,” relates Knecht. The SMART-certified reseller for SCHOTTEL quickly put together a custom solution, integrating a SMART Board interactive whiteboard and a mini PC in each of the training rooms. “This solution offers every trainer direct access to the entire corporate network,” he says. “It is quite flexible – a trainer can open a document during a training session and also operate all other applications on the SMART Board. It’s just quick and easy.”

High level of team acceptance

All SCHOTTEL Academy trainers have adapted well to using the SMART Board interactive whiteboards. “The basic instruction from the reseller and the intensive training from a SMART trainer were especially helpful in getting us acquainted. The support was excellent from the beginning on,” says Knecht. “Additionally, we’ve implemented internal training on the SMART Board. This allows each employee to tap the full potential of the new tool perfectly.”

SMART Board helps customer learn to resolve technical issues

In customer training, engineers, shipyard engineers and machine operators are given a technical understanding of SCHOTTEL rudder propellers. “This allows us to both significantly improve our relationship with our customers and to increase their satisfaction with our products, and also plays a major role in quality assurance.” says Knecht. During individual and group training, the trainer can clarify the operation of SCHOTTEL products by virtual demonstration. “In discussions about technical problems and their solutions, we can now get tasks across to each participant clearly.”

Three-dimensional structures on the SMART Board

According to Knecht, complex ideas can now be presented clearly via interactive technology. “A high percentage of our training content includes three-dimensional structures,” he says. “Finally, we can present our products in many different ways. Product elements can be highlighted quite intuitively and individually explained. Learning effectiveness has thereby increased tremendously.”

Steady business improvement

Knecht emphasizes SCHOTTEL’s focus on continuous business improvement. “Optimal support for the entire training process was very important for us. The SMART Board offers many advantages, even for the trainer. In general, training isn’t as intensive to prepare for now as it was before, and overall, you could say that our training is now more interactive and structured. As a result, the product expertise of participants and the demand for training have increased enormously.”

The future with SMART

The great benefit of SMART solutions and the way they have been integrated in training programs is reflected not only in the increasing number of training participants, but also in SCHOTTEL’s future plans. The company’s Wismar plant will soon be the second to employ SMART solutions. “It is still a future vision,” says Knecht, “but we want to create a common system for our worldwide locations. International communication is currently via video conferencing. In the future, this could be replaced by the easy-to-use SMART Bridgit software. Then, we would have the opportunity for all conference participants to work simultaneously on a document in any Microsoft® Office application.”



Technical constructions are now getting across to each participant clearly.

“In the past, we had to set everything up. It was very time consuming. Now, we’re saving a great deal of time and effort. Just a few minutes before training starts you go into the training room, turn on the SMART Board and begin!”

Reinhold Knecht, General Manager,
SCHOTTEL 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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