



## Bespoke education supports deployment of Microsoft SharePoint 2010

Hearing systems company quickly learns from Core training workshop.

PHONAK life is on

**“Core spoke our language straight away.”**

John Sunter  
Head of IT, Phonak UK

### Short Overview

- Acquire knowledge for productive use of Microsoft SharePoint 2010
- Bespoke training workshop using actual business examples
- Saving the company time, money and resources
- [www.phonak.com](http://www.phonak.com)

Swiss company Phonak has developed sophisticated hearing systems for over 60 years. Based in Warrington, the UK distributor Phonak UK employs 285 people and manufactures custom in-ear hearing systems. Its products feature advanced signal processing technology to provide the optimum hearing experience.

Rapid business growth for Phonak UK required the company to reassess the company’s administration systems. It was decided that tighter internal procedures were required for activities such as the issuing of identity badges or safety briefings. The company was already well equipped with business applications, and identified the need to manage workflow, document lists and libraries. John Sunter, Head of IT, downloaded Microsoft SharePoint 2010 as a possible solution.

The software seemed ideal for automating and tracking the issue of identity badges, laptops and company cars. But it had to be robust and scalable.

“A lot of systems that were in place have not scaled well,” said Sunter. “The idea was to use Microsoft SharePoint workflow for new starters. We wanted some simple projects that would add value to key parts of the business.”

**“The expertise was awesome!  
You felt like there was nothing  
that Core couldn’t do.”**

John Sunter  
Head of IT, Phonak UK



Knowing how best to deploy the software seemed a challenge. It was decided to find some training to help develop real examples to convince business managers. Sunter then approached Core after a recommendation and discovered that the company was particularly knowledgeable and enthusiastic about Microsoft SharePoint. A free Core seminar proved compelling.

Phonak then faced three choices: undertake the work in-house, bring in consultants or have some training. A conventional training course using Microsoft examples was too restrictive.

“I wanted something that spanned all three,” said Sunter. “I wanted people who could identify with how SharePoint really works.”

Core seemed the ideal choice. Not only had it worked with Microsoft SharePoint for over 10 years but was willing to engage in knowledge transfer. A bespoke training programme would quickly provide the required skills and confidence.

The training workshop was given to IT staff at Phonak’s

offices. Two days covered SharePoint lists for tasks like tracking laptops or libraries for managing technical documents. A third day reviewed the SharePoint server configuration while the fourth looked at workflows. Some immediately useful examples were developed and then deployed.

Core’s approach to training is all about enablement, quickly transferring skills needed to manage SharePoint and help prove its business worth. By sharing knowledge, Core soon helped make Phonak self-sufficient.

“It was superb training and information provided by people who were clearly experts. They were approachable and friendly which kept the sessions interesting and fun,” said Sunter. “The systems that we are putting in are saving time, money and resources throughout the business right from the start.”



## About Core

Core is one of Microsoft’s leading Gold Partners in the UK providing consultancy, development and on-going managed services support for Microsoft SharePoint, Microsoft System Center, Microsoft Exchange and Microsoft’s range of Online Services including Office 365, Windows Azure and Windows Intune.

Core was responsible for the 1st SharePoint migration in 2001 and since this time has been responsible for some of the largest SharePoint migrations in Microsoft’s history. From Intranets to Document Management Systems, Core’s attention to detail and the calibre of its technical team is unsurpassed within the industry.