

**TRAINING SOLUTIONS**  
**GAMBRO**  
**REFERENCE CASE**

Interactive training program improves security awareness in global company.

When thousands of Gambro employees needed to be trained in handling security issues, Volvo IT's e-learning concept Aware proved to be the perfect fit by providing both flexibility and learning efficiency.

In the modern business environment, profitability and the ability to survive depend on information. This has put information and site security issues high on the agenda at many companies.

"We want security-conscious employees who feel secure. So, a few years ago, we started looking for suitable security training," says Marie-Louise Johan-sson, Operation Co-ordinator at Gambro Renal Products, Gambro's second largest business area.

With 7,500 employees all over the globe to educate, going for an e-learning solution appeared to be the most cost-effective alternative.

**Interactive multimedia**

It soon emerged that finding a ready-made concept was difficult. Most of the training solutions that were available offered just a shell of basic functionality with no content.

Then a tip from Ernst & Young led Gambro to Volvo IT's internal e-learning program, Aware.

"We asked to have a closer look at it and realised that it was exactly the kind of concept we were looking for," says Nils-Åke Stålring, Business Area Information Security Officer.



Alert gives real-life situations for the employees (related to security), both at the office and during travels.



# ATION TECHNOLOGY

"Aware consisted of well-thought-out information which was presented in an enjoyable manner with text, pictures and sound. All we would need to do was adapt it slightly to make it suitable for our company and that was really good. It isn't necessary to invent the wheel twice!"

## Learning by doing

In co-operation with the education company Open Training, Volvo IT adapted Aware to suit Gambio's needs and gave it the self-explanatory name Alert.

The course is divided into six modules. Each module contains theoretical sections, interactive scenarios – in which people have the chance to think about how they would handle different situations – and a final test.

Alert takes about 90 minutes to complete and is not the least bit dull, according to Marie-Louise Johansson and Nils-Åke Stålring.

"It is first and foremost the scenarios which are exciting – putting yourself in different situations and experiencing the effects of your actions," says Marie-Louise Johansson.

"We also like the fact that you can scroll through and click to obtain more in-depth information about different areas," says Nils-Åke Stålring.

## Independent training

"This is the first time we have used e-learning on this kind of scale," says Nils-Åke Stålring. "One of the important benefits is that people can do the course when they have some time to spare and they don't need to travel to take part in it."

## HR and IT implement together

Before Alert was launched globally, its functionality was thoroughly tested in Gambio's technical environment and a pilot course was introduced in Sweden. After final approval, the content was translated into a number of languages.

When Alert is implemented at local level in individual countries, the human resources and IT departments there collaborate in order to provide a solid foundation for the roll-out process.

### Aware – a complete e-learning solution

- Designed to increase awareness and understanding of safety issues at work
- Ensures that the same information is accessible to all employees
- Uses multimedia to provide absorbing interactivity
- Is typically completed in 90 minutes
- Supports the use of multiple languages
- Enables follow-up of the individual program participant's progress

# VOLVO

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