

PRESS RELEASE

ActiveOps enhances training offering with launch of updated Academy service

Revamp of existing platform will assist in reducing skills shortages and optimising business operations

READING, UK, 28 August 2018;

ActiveOps, a leading provider of digital operations management solutions, has launched its revamped training platform, The Academy, after completing a successful overhaul of its former offering over the last few months. The new Academy makes it easier for customers to access and make the most of invaluable online training courses designed to enhance skills and boost business performance and efficiency, covering areas such as compliance, security, process optimisation and certification for various industry standards and requirements.

The new Academy represents the largest ever upgrade of the service, with the platform now being hosted entirely in the UK. This makes for a faster, consolidated version that works effectively for all of the company's 45,000 global Academy customers, and eliminates the need for customers to use both the European and APAC platforms. The Academy offers 70 e-learning-based courses, ranging from basic instructional training right through to mentoring and guidance on more complex IT processes and responsibilities. Built with the future very much in mind, the new platform will also enable customers to make the most of new cutting-edge online learning practices as they become available in the future..

Kevin Evans, CTO at ActiveOps, said: "We've always been very conscious of the importance of frequent, comprehensive training in the development of an efficient, high-performing business, which is why the Academy has been a key focus of ours for several years. We're also acutely aware of the issue of skills shortages in businesses and what needs to be done to address them. However, the need to maintain compliance with regulations such as GDPR, as well as our continued commitment to improving our services, meant that we felt an overhaul of the Academy was needed. This requirement is reflected in LinkedIn Learning's 2018 Workplace Learning Report, which found that 68 per cent of employees prefer to learn at work.

"The new platform brings an updated interface which puts all of our content in a single place, with a Moodle-based learning management system ensuring that courses and e-learning tools can be delivered quickly and effectively. We've also added more of a community feel, helping to bring greater innovation to businesses by encouraging collaboration and sharing of ideas between our global customers. Combined with 24/7 support, we believe that these changes make the Academy a powerful resource for enhancing IT and business expertise."

The new ActiveOps Academy has been created as part of an organisation-wide consolidation process, designed to ensure that ActiveOps teams across the globe are able to serve customers and collaborate with one another in a more effective manner.

Evans concluded: "As an organisation whose philosophy is built around helping businesses to streamline their process and operate more efficiently, this is something that we are always looking to do ourselves. The Academy is a positive reflection of this ethos, and we envisage it having a hugely positive impact on the way our customers work, bringing them the extra expertise that they need to fine-tune their operations, maintain regulatory compliance and better manage their workforces in an era where efficiency is so important."

ACTIVEOps
Manage Differently



Chief Technology Officer, Kevin Evans.

“

"We've always been very conscious of the importance of frequent, comprehensive training in the development of an efficient, high-performing business, which is why the Academy has been a key focus of ours for several years."

- Kevin Evans, CTO of ActiveOps.

”

PRESS RELEASE

ActiveOps appoints Chief Technology Officer

Newly created role to drive cloud-based back office workforce optimization and advance artificial intelligence developments

About ActiveOps

ActiveOps is a leading provider of digital operations management solutions to financial services, BPOs, government, healthcare and other service industries.

Our cloud-based solutions are proven to optimise operations, reduce costs, improve service delivery and staff well-being. Customers can confidently prepare for and then run their service operations taking full advantage of the benefits of transformation programmes including RPA, automation, digitisation and outsourcing.

Workware™ enables the optimisation of individual and robotic, teams and departmental resources from a single application. Operations data is aggregated, analysed and presented in real-time. Using Workware™, managers can quantify work and time, identify capacity, identify processes to be automated and plan resources.

The Active Operations Management (AOM) Method embeds a consistent and sustainable framework of operations best practices. Operations professionals are coached to maximise the data through collaborative capacity planning, structured review meetings and skills development.

ActiveOps operates across the globe from offices in the USA, UK, Ireland, India, South Africa and Australia.

Editorial contacts

Sean Hand / Christian Stevens
Spreckley
Tel: 020 7388 9988
Email: activeops@spreckley.co.uk