

*“FastTrack is much easier to use than other content authoring tools I tried. You can start using it right away ... Manhattan Associates help was amazing. The Manhattan trainer was like another person on our team, making sure the custom training modules were properly designed to train our employees. They were able to make changes on the fly. Having them onsite made all the difference.”*

Diana Quilarque, Project Manager, Home Hardware



## Canada’s Leading Retailer Builds a Customized End-User Training Solution in Record Time



**Operations:** 1,100 stores and online sales served by three warehouses that handle more than 100,000 items; annual retail sales of more than \$5.7 billion

**Manhattan solutions:** Manhattan FastTrack: Capture and Producer

**H**ome Hardware Stores Limited is Canada’s largest dealer-owned hardware, lumber, and building materials and furniture cooperative with close to 1,100 stores under the Home Hardware, Home Building Centre, Home Hardware Building Centre and Home Furniture banner. The Ontario-based company garners annual retail sales of nearly \$5.7 billion. Through the Home Hardware network, Dealer-Owners have access to 100,000 quality brand name and private label products, distributed by a state-of-the-art supply chain management system. For the past three years, the company has been named one of Canada’s Best Managed Companies by Deloitte, CIBC, National Post and Queen’s School of Business.

Home Hardware’s desire to continue its healthy growth led to the decision to adopt a new supply chain management system from Manhattan Associates. Before hundreds of workers could be trained on hundreds of new processes and tasks, Home Hardware’s development team sought the experience of Manhattan’s Educational Services Organization (ESO). ESO’s Training Experts provided assistance with instructional design and learning content structure, and helped Home Hardware’s development team master the Manhattan FastTrack content authoring software, and create a customized end-user training program that is scalable throughout Home Hardware’s three warehouse locations.

### Hands-on, Personal Service and Support Transform Systems in Record Time

Home Hardware’s objectives were ambitious. Creating 400 new training modules in approximately four months not only required skilled development of the training materials, but also a system for managing the development process. Manhattan Associates was there. On the ground and with hands-on support, Manhattan Training Experts provided in-depth guidance and trouble-shooting on-site, with the flexibility to draw on additional resources as needed to get the job done within the tight timeframe.

After three months, Home Hardware’s development team was self-sufficient and able to develop and manage their own training content. Manhattan Training Experts remained available to trouble shoot and provide guidance as the end-user training roll-out commenced. On-site assistance was also provided during the initial employee training process, so that feedback could be integrated into the modules quickly and effectively.

### Challenge:

To develop a customized training platform to quickly and effectively educate hundreds of warehouse employees on new Manhattan software and new warehouse processes for inventory management, shipping and receiving.

### Solution:

Manhattan Training Experts assisted Home Hardware with FastTrack content authoring software and instructional design of an extensive curriculum, scalable for three large warehouse locations.

### Results:

In less than four months, Home Hardware was able to design and create 400 training modules and provide a consistent, uniform and self-sustaining training program for hundreds of employees.

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