

CASE STUDY

A SUB-URBAN COUNTY MANAGED TO DEPLOY THE LATEST CIVIL ENGINEERING DESIGN TECHNOLOGY WITHOUT TAKING A SINGLE ENGINEER OFF THE FIELD

By NETCOM LEARNING

Public infrastructure design and maintenance is one of the most critical aspects of modern civil machinery. As modern societies progress, so do the complexities and challenges of the supporting infrastructure. Continual advancements in digital technology and its increasingly rapid integration in the Architecture, Engineering & Construction (AEC) workflows allow civil engineers to tackle these evolving challenges with the latest and most versatile tools available.

Our client is a suburban county government on the eastern coast of New York State, home to over 1.5 million people living across ten towns. The county seat needed to make sure their Civil Engineering Department was evolving with the changing on-field requirements. This local body was responsible for bridges, stormwater drainage, and surface and sanitary waste management, among other public facilities.

They have worked in conjunction with the Federal Emergency Management Agency (FEMA) and the United States Army Corps of Engineers, among other departments, during emergencies and natural disasters. The department was a critical unit within the local government machinery. Their work had zero margin for error—they have direct county-wide responsibility for public safety. Hence, they are required to train their team of civil engineers on the latest version of Autodesk Civil 3D. They needed to keep their workforce updated on state-of-the-art tools and technology, and for that, this client approached Netcom Learning.

We suggested a training solution consisting of Autodesk Civil 3D, which is a cutting-edge design and documentation software solution used by civil engineers worldwide. Built upon the AutoCAD platform, it is a dedicated civil engineering software that supports BIM (Building Information Modelling) workflows with integrated features to improve drafting, design, and construction documentation.

The client, being a government body, opted for public bidding, calling in bids for their training contract. Among the multiple prominent training providers who competed in the bidding, NetCom Learning was able to secure the training opportunity owing to its unmatched offerings and industry expertise. Our client preferred NetCom Learning because of our accreditation with Autodesk as an Authorized Training Center (ATC), our highly qualified Autodesk Authorized Certified Instructors (ACI), delivering official training solutions, and our 22 years of domain experience.

The Urgent Need for Deployment

The county seat needed to deploy the latest version of Autodesk Civil 3D across their department of 35 civil engineers on a specific deadline. However, the seemingly simple upgrade had its own challenges and complexities:

- They were working on a very strict deadline and had a rigid work schedule. The client needed to make sure that the civil engineers didn't miss work and were available on the field, given the critical nature of their work and the stakes involved;
- They required the training to be delivered completely on-site, via instructor-led training; and
- They had 35 civil engineers to be trained on the latest software, each with a different level of proficiency and experience on the older versions.

Bridging the challenges with a customized training solution

First, NetCom Learning conducted an assessment to determine the actual training needs of the client. Upon analysis of the client's requirements, NetCom Learning and the client mutually decided that the department would be required to take customized Civil 3D Surveying Classes.

Considering their strict scheduling requirements and the varying technical know-how of the participants, we strategized a uniquely customized training solution that addressed all the client's concerns based on our assessment results.

Our customized training solution included:

- A customized flexible training schedule that was carefully designed to keep every participant's workflow in mind. NetCom Learning delivered on one of the client's primary requirements by ensuring that none of the participants were made to miss work or were taken off-field to complete their training.
- A completely on-site and instructor-led training experience. We flew-in our instructors to the county seat to deliver personalized live training, as per the expectation of the client.
- A highly personalized batch-wise training. Our assessment indicated that the 35 civil engineers participating in the training comprised three sub-groups – those with experience on previous versions of Civil 3D, those with some knowledge of the new version of Civil 3D, and those without any prior experience on the software. NetCom Learning divided the class into three batches based on their prior proficiency to make sure every learner got the required attention and content they needed to feel engaged with the training process. Hence, our trainers covered concepts ranging from the fundamentals for the beginners to the more advanced for the experienced learners.
- A total of 4 training sessions centered on Civil 3D for Civil Engineers, along with Storm and sanitary analysis (SSA).

Groundbreaking Victory – All in time for Deployment

Upon completing the training program, the county government successfully deployed the latest version of Civil 3D, as per their planned deadline. The participants were able to use the latest version of the software from Day 1 of the deployment. An internal review of the involved employees showed that all the Civil Engineers were now self-reliant in using the new software after the training, irrespective of their prior inexperience on the older versions.

The department leaders sat through all the training sessions and were thrilled with the quality of the training program. They gave NetCom Learning a top-rated score on the overall effectiveness of the course, as well as for the instructor and the classroom experience.

NetCom Learning is honored to have served the behind-the-scenes heroes responsible for ensuring the public safety of the county, day in and day out. The client was delighted with the training and is looking forward to continuing the culture of continuous learning and upskilling with us as their preferred learning partner.

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With a team of dedicated and knowledgeable learning professionals having deep subject-matter expertise, NetCom Learning has serviced over 80% of Fortune 100 companies. We've helped over 10,000 organizations achieve their business goals by offering a full complement of Managed Learning Services, including IT and business training, curriculum design and content development, learning delivery and administration, consulting and advisory services, and management of learning technology.

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