



AFORA International delivers customized e-learning solutions to customers around the world.

Overview
AFORA International B.V. Maarheeze, Netherlands www.abora.nl
Industry <ul style="list-style-type: none"> Professional Services
Software <ul style="list-style-type: none"> IBM Lotus Virtual Classroom IBM Workplace Collaboration Services IBM Workplace Collaborative Learning
Services <ul style="list-style-type: none"> IBM Lotus Software Services: Lotus Technical Support

Established in 1990, AFORA International B.V. provides a wide range of support, consulting and training services to help companies optimize their software change- and configuration-management (SCM) solutions. AFORA specializes in turning innovation globalization and increasingly complex software applications into assets.

Challenge

AFORA International provides consulting and training services to help companies optimize their Software Change and Configuration Management (SCCM) solutions. As other companies have entered the SCCM training market, AFORA sought to differentiate itself from its competitors by offering a fully integrated, online collaborative training service tailored to the specific needs of its customers. However, to offer such a service, AFORA needed to first develop a robust e-learning portal using reliable and scalable software.

Solution

AFORA developed a hosted e-learning portal based on IBM software that enables its customers to hold collaborative training sessions live via the Web. The portal utilizes IBM Lotus and Workplace technologies running on a Linux platform and can scale to allow numerous customers to take online training courses simultaneously. Now, AFORA can partner with third-party knowledge management firms to offer personalized training solutions to more customers, particularly larger customers with geographically dispersed employees. And AFORA's customers can customize training sessions to fit their individual schedules and pace.

Benefits

- Leveraged new e-learning platform to increase revenue by 300%
- Expects return on investment (ROI) of 350% within 24 months
- Convenience of the online portal helps increase customer satisfaction



“The IBM software has enabled us to reach new customers in markets that were previously inaccessible. Now it’s easier than ever to deliver flexible, high-quality training services to our customers—no matter where they are located.”

—Cornelis A. Loppersum, CEO,
AFORA International



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