Sophisticated learning offering for a discerning customer - Training organization at Bernard KRONE GmbH with TCmanager®.

High-tech products for industry and agriculture are in demand worldwide. However, such products require in-depth and current product and technical knowledge so that consulting and support for customers align with the high-quality products. The key to success is the proper training and continuous education of employees, which the machine factory Bernard KRONE GmbH successfully implements with its training center and the LMS TCmanager.

Qualified contacts are a sign of brand quality for end customers. Extensive and up-to-date product knowledge among service and sales partners, coupled with the corresponding product quality, forms the foundation for success in the market.

Whether it's a round baler or a self-propelled forage harvester, KRONE offers the appropriate training for every type of machine. The training team of the machine factory Bernard KRONE GmbH, in cooperation with DEULA Freren and the Agricultural Machinery School in Triesdorf, provides participants with training directly on the respective machine or on models designed specifically for training purposes. The KRONE training concept emphasizes practical training in small groups. Currently, KRONE offers training at 11 fixed locations worldwide, with an annual participation of over 4,000 trainees.

Training requirements KRONE cover service, drivers, and cross-functional offerings

High-tech products for use in industry and agriculture represent significant and impactful investments. Short harvesting
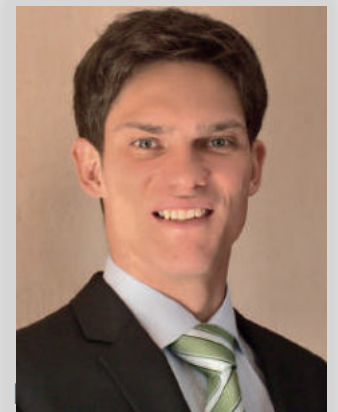
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windows, coupled with high acquisition costs, leave no room for downtime. In addition to competent sales advice, fast service, and the corresponding supply of spare parts are essential. The qualification of employees is the key to success in this regard. The KRONE Training Center has taken up this challenge in over 60 countries worldwide. With targeted training for every area, service and sales partners can enhance their skills effectively.

KRONE offers practical driver training geared towards preparing the machine operator for their responsible task and acquainting them with all technical details of their machine. Following the motto "every machine is only as good as its operator," KRONE places particular importance on ensuring that drivers receive professional instruction on the technical intricacies and important maintenance points of their machines.

Additionally, the majority of training participants, proportionally, engage in KRONE technician training. In addition to basic courses (fundamental knowledge), advanced courses are offered for experienced trainees. Specially developed engine training, tailored to the diesel engines used in KRONE self-propelled machines, is also part of the program. Furthermore, as an extension of the advanced courses from previous years, a cross-product training in system technology is offered. This ensures that even experienced individuals are supported with new knowledge.

Professional product knowledge and the resulting applications are essential for maintaining high-quality standards. Understanding all electronic intricacies contributes to optimizing work quality and efficiency, enabling swift and competent service.

TCmanager® LMS in use at KRONE

All participants, including our own employees, as well as the employees of worldwide service and sales partners, along with their end customers (drivers, users), are managed using TCmanager-LMS. The focus is not only on course planning, participant management, and invoicing, which are core elements of seminar administration.

Waitlist bookings are part of the TCmanager installation. In case of rebookings due to planning changes, the corresponding confirmations are automatically sent via email to provide participants with up-to-date information. The qualifications of service technicians are partly assigned validity periods. During evaluations, expiring qualifications can be displayed. This serves as an indicator for service and sales partners on when they need to refresh their knowledge.

Interfaces transfer information such as company data to ensure appropriate invoicing from the finance system. This is important for branch companies of sales partners or contractors who, as external participants, attend events like driver training, for example.

Webbased Administration

EHow do you ensure that knowledge from the manufacturer's headquarters reaches geographically dispersed distribution networks? The KRONE Training Center provides its service and sales partners with a web-based group booking account, thus granting limited access to the KRONE-owned LMS.

Through the group booking account, a branch manager, a workshop manager with personnel responsibilities, or another authorized individual can easily register their

staff with training needs. Individually or collectively, they can then enroll workshop employees, sales, and service personnel in courses from the online catalog. Dates and available slots for each training are transparently displayed on the web. Therefore, the group booking account receives a fixed appointment commitment upon booking. This optimizes the resource planning of the employees.

This allows the KRONE Training Center to focus on planning and conducting training sessions, without spending time on participant registration, participant management, or bookings.

Trainers at the KRONE Training Center can access their schedule through their own TCmanager portal. They can input vacation and blackout periods to be considered in planning and update their personal information, such as contact details..

KRONE Participant Service

As an additional service, the KRONE Training Center also offers hotel booking for participants. In the group account, it can be specified whether a hotel should be booked, if arrival is desired the day before the training, etc. The completed booking and hotel details are then displayed in the participant management.

The training center in Spelle even offers accommodation in the company-owned hotel for visitors. TCmanager enables participant correspondence on a mass mailing basis. Confirmation emails and certificates of participation can be sent either via email or in letter form, depending on the participant's preference.

Future Outlook – KRONE Training Portals go International

KRONE distributes its agricultural machinery products worldwide, with approximately 70% of the machines being sold abroad. Registration for training is intended to be

Computer-Aided Learning Experience at the KRONE Training Center

as seamless for a participant from the USA as it is for a participant from Germany. Therefore, a gradual internationalization of the training portal is in progress. Both a German-language and an English-language portal have already been implemented, with plans for additional languages, including the implementation of the portal in Cyrillic script.

Furthermore, there are plans to expand the group account for booking third-party participants over the internet. Currently, multiple participants can be booked simultaneously for a course or a waiting list online. Future plans involve allowing the booking of multiple participants for different parts of the course offering, extending a function that is standard in the TCmanager® Windows Client and is now being expanded to the web client for the KRONE Training Center. To offer remaining slots to potential participants at short notice, the protected login area also displays 'Last-Minute' slots. This allows individuals to specifically search for upcoming training sessions.

In order to make the appropriate qualifications comprehensive and accessible to target groups, such as service technicians, it is planned to assign qualification profiles to the registered areas of interest of participants. This will enable the suggestion of training based on a gap analysis. The degree of fulfillment will be displayed using a traffic light system. In implementing these developments, the close collaboration with SoftDeCC Software is ongoing. SoftDeCC Software has proven to be a reliable and realistic partner..

Jan Henrik Holk, Head of KRONE Training on TCmanager® LMS:
"We chose TCmanager at that time because it appeared to us as a tailor-made complete solution for our use case.

The necessary customization mainly focused on the web applications, where functions and pages were built in the web according to our wishes and expectations, in order to design the KRONE Training Portal in a target-group-oriented and clear manner. The collaboration with SoftDeCC was always very pleasant, even though our requests were often specific and not easy to implement. After all, the initial requirement was to initially map all 11 training locations nationwide and, in the near future, globally in one administration tool. To this day, we feel well-advised and greatly appreciate the quick and good support.

TCmanager® LMS offers everything one would expect from an administration tool for training centers. From scheduling to booking processing, to complete resource planning and related evaluation - all functions are logically structured and easy to use. In many cases, the system independently suggests logical follow-up steps, which greatly relieves the user in their daily work. It is evident that practitioners who understand the organizational processes and needs of a training center were involved in the development of TCmanager®.

Interfaces to other applications in the company, such as our SAP system, can be easily represented. As an example, we work with a debtor import from SAP into TCmanager and an invoicing interface from TCmanager back to the SAP system. Already, we have many new ideas for the future, and we look forward to their joint implementation with SoftDeCC. Target group orientation is always our top priority. The consistently positive feedback from our registered group booking accounts clearly shows us that we are on the right path!"