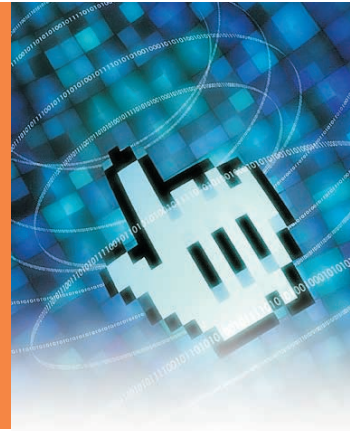




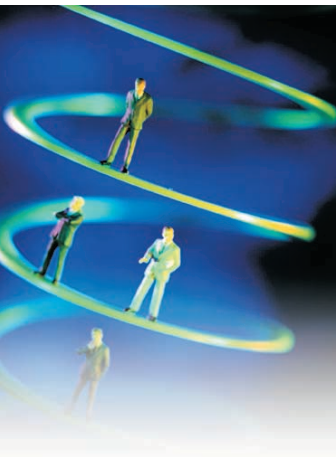
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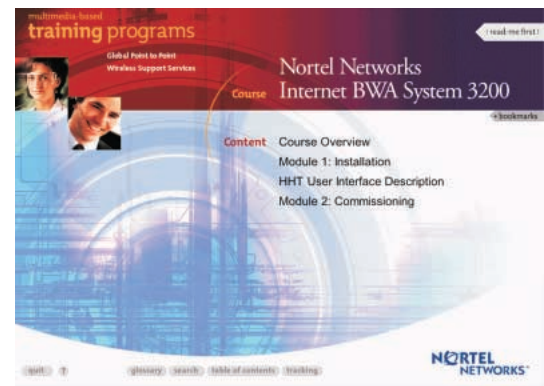
Nortel Networks Multimedia-Based Learning: A Vision For The Future



The premise

Nortel Networks is a global Internet and communications leader with capabilities spanning Optical, Wireless, Local Internet, Personal Internet and eBusiness. Nortel Networks offers its business partners (service providers, system integrators, etc.) training for its products. This training is usually delivered as instructor-led format, making it both expensive in time and money for all parties. The people responsible for Point-to-Point Technical Services and Global Customer Care Services investigated how they could minimize those expenditures and multimedia became an attractive option for many reasons. But as appealing as multimedia may be, the issues of cost and complexity inherent to multimedia development were of concern.

This is why they chose Erigo's solution, Hyper-B. The objective was to develop a multimedia-based learning delivery platform that could be reusable for any number of Nortel Networks' training products.



The project

Erigo was mandated to deliver a multimedia-based learning (MBL) development and delivery solution for Point-to-Point Technical Services and Global Customer Care Services. This entailed the design and development of a Viewer personalized with Nortel Networks' corporate identity, and the design and development of content to be delivered using Hyper-B.

The Viewer

This MBL Viewer is designed to be used as the basic viewing environment for any MBL products offered by Point to Point Technical Services and Global Customer Care Services. Amongst its many features, the most notable are:

- Unlimited number of modules per course
- Hyperlinking to media, text, questionnaires and the Handheld Terminal Simulator
- Quizzes offering media-based multiple choice, multiple answers and drag and drop formats
- Full-text search



- Glossary
- Dynamic table of contents
- History tracking
- Dynamic ToolTips
- Dynamic Read-me First! (Instructions to users)
- Floating media enlargement

The content

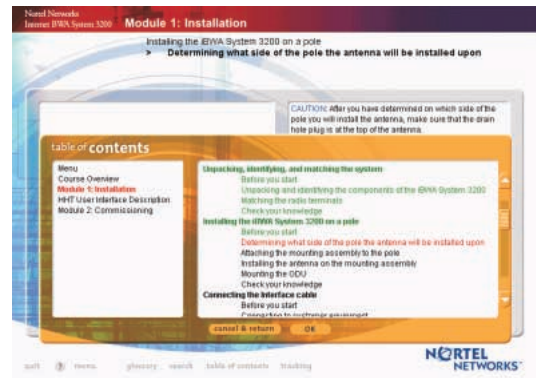
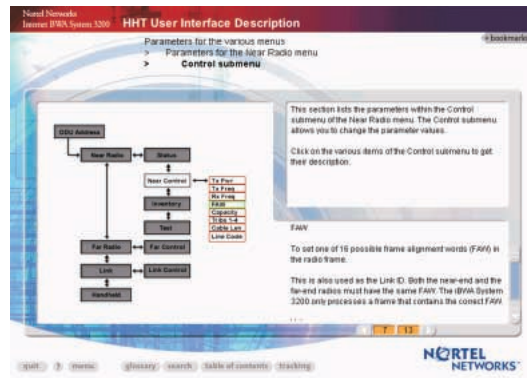
This MBL product focuses on:

- Helping users understand the physics principles and technical specifications of Nortel Networks Internet BWA System 3200;
- Enabling users to install and commission (program) the system.

The target audiences are installation personnel, technical personnel who perform commissioning tasks, and personnel in charge of network monitoring. The content for this project covers three modules: theoretical and technical aspects, installation and commissioning.

"The variety and interactivity offered by this multimedia-based training far exceeds what other products we have seen up to now offer."

Lucie-F. Forget, Product Training Specialist, Nortel Networks.



The content, developed in English, is supported primarily by text, schematics and photographs.

Some 3D modeling is also used. Narrated video clips are used to illustrate procedures. A simulation of the handheld commissioning device is offered, to illustrate its controls and demonstrate its usage through scenarios. Self-assessment is presented to the user in the form of quizzes using multiple choice and drag and drop formats.

The result

The end result is a high quality, greatly adaptable training solution for systemized production of MBL products. For the Point to Point Technical Services and Global Customer Care Services, this means less investment is required in programming, available resources can concentrate on content instead of packaging and most importantly, content maintenance is seamless.

"The variety and interactivity offered by this multimedia-based training far exceeds what other products we have seen up to now offer. This interactivity can only maintain the interest of the user and have more pedagogical impact than linear presentation of content."

Lucie-F. Forget
Product Training Specialist, Nortel Networks

