

# Brent Council Oracle Guided Learning Webinar

---



# Driving Post Go-Live Oracle Adoption with Oracle Guided Learning: Lessons from Brent Council

---



**Vik Kapoor**

*Head of Oracle Cloud Support  
Finance and Resources  
Brent Council*



**Tony Cook**

*Founder & CEO  
Fudgelearn*

## Overview & Agenda

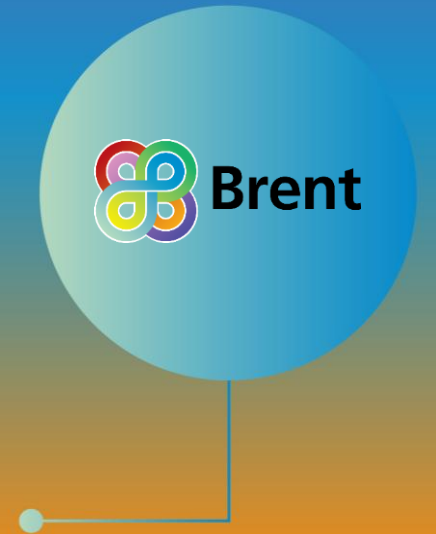
- **Background & Challenges** – Brent’s Oracle Fusion Cloud journey and the post go-live challenges they faced.
- **Why Oracle Guided Learning?** – Rationale behind choosing OGL and how it addresses those challenges.
- **Implementation Approach** – How Fudgelearn and Brent rolled out OGL (methodology and timeline).
- **Outcomes & Benefits** – Key results from the Brent case study.
- **Recommendations** – Lessons and recommendations for other public sector organisations.
- **Q&A** – Time for questions at the end.



# Project Background – Brent's Oracle Fusion Cloud Journey

Key context about Brent Council's Oracle Fusion Cloud implementation:

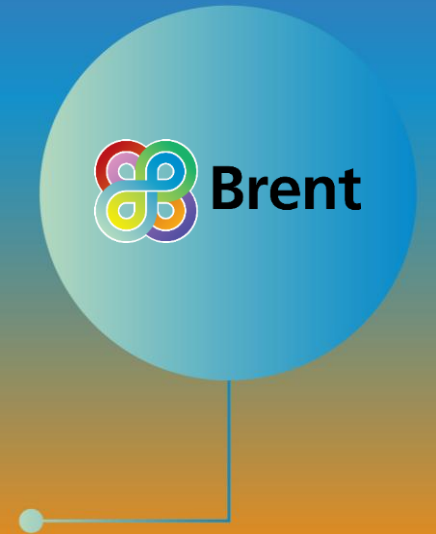
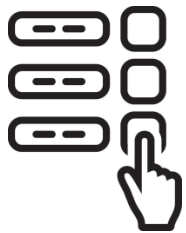
- **Oracle Cloud Go-Live (Oct 2021):** Brent went live with Oracle Fusion (HR, Payroll, Finance, SCM) in October 2021 after a 15-month implementation project during COVID-19.
- **Initial Benefits:** Modernised back-office functions and improved efficiency were expected from the new system.
- **Post-Go-Live Reality:** By 2025 (four years later), user adoption issues persisted and the Council sought ways to improve daily system usage without a major re-implementation.



# Live Poll – Your Biggest Adoption Challenge

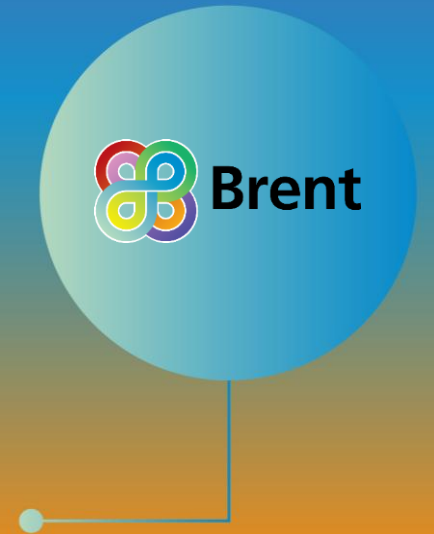
**Audience Poll #1:** “What is the biggest post-go-live challenge **your** organisation faces with enterprise software adoption?”

- A. Low or inconsistent user adoption of the system
- B. Too many support queries from end-users (how-to questions)
- C. Data quality issues or compliance risks from user errors
- D. Keeping training materials and guidance up-to-date with system changes



# Key Post Go-Live Challenges at Brent

- **Inconsistent User Adoption:** Many staff (especially infrequent users) were not confident using the Oracle system, leading to uneven use of self-service features.
- **High Support Burden:** The Cloud support team was swamped with “**How do I...?**” queries from users, consuming time on basic guidance instead of higher-value tasks.
- **Data Entry Errors & Compliance Risks:** Users making mistakes in Oracle caused data quality issues and compliance/audit concerns due to incorrect system usage.
- **Training Gaps:** Limited capacity for ongoing classroom or virtual training meant knowledge from the go-live training had faded, and new hires or infrequent users lacked up-to-date guidance.
- **Keeping Pace with Updates:** Oracle releases new features quarterly, but Brent struggled to keep training materials and user guidance current with these changes. *(These challenges are common in public sector ERP projects long after go-live.)*



# Why Brent Council Chose Oracle Guided Learning

## Rationale for Adopting OGL (4 Years In):

- Brent needed an *in-application guidance* solution to **embed help directly into Oracle Fusion Cloud**, so users get **real-time, step-by-step support** as they work. This reduces the need to switch to manuals or call support.
- **Reduce Support Load:** By providing on-screen tips and walk-throughs, OGL would deflect basic “how do I?” questions, allowing IT and support teams to focus on higher-value activities.
- **Improve User Confidence & Accuracy:** Contextual guidance boosts the confidence of infrequent users and decreases errors – users are *guided to do the right thing* at the point of need.
- **Keep Pace with Change:** OGL content can be easily updated and is **aligned with Oracle’s quarterly updates**, ensuring training is always up-to-date without the cost of constant retraining programs.
- **Public Sector Fit (Security & ROI):** As an Oracle-native tool, OGL meets the strict security/compliance requirements of a council’s IT environment. Its licensing became clearer and cost-effective over time, strengthening the business case in terms of ROI (reduced risk, improved service delivery, cost containment).

*(Additionally, OGL supported Brent’s adoption of Oracle’s new Redwood user interface, future-proofing their investment.)*



# Why Partner with Fudgelearn

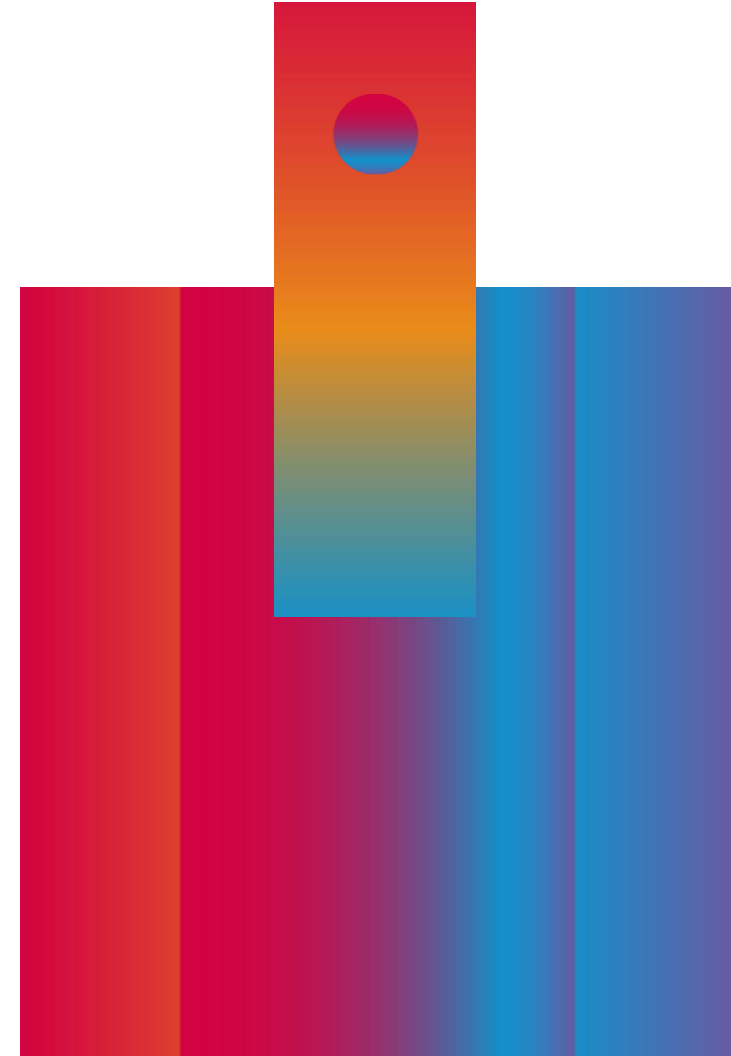
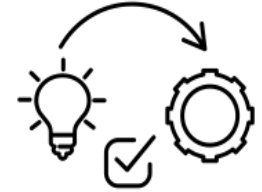
- **Public Sector Expertise:** Fudgelearn has a strong track record delivering Oracle solutions in UK local government, understanding council processes and governance needs.
- **OGL Specialisation:** As a leading Oracle **Guided Learning** partner, Fudgelearn brought deep expertise in the OGL platform and how to deploy it effectively.
- **Local & Trustworthy:** UK-based delivery that aligns with public sector data residency and procurement requirements, providing confidence in compliance.
- **Adoption-Focused Methodology:** A structured approach emphasising user adoption: thorough discovery, co-design of guides with Brent's input, hands-on knowledge transfer to Brent's team, and a managed service for ongoing support.
- **Proven Results:** Prior successes and a collaborative style – Fudgelearn demonstrated flexibility, a commitment to Brent's goals, and delivered tangible outcomes like fewer support queries and improved process compliance during the Brent pilot.



# Implementation Approach

## How OGL Was Rolled Out at Brent Council:

- **Phased & Targeted Deployment:** Focus on **high-impact areas first** – Brent identified critical processes with frequent errors or queries (like HR self-service transactions) to build OGL guides for early wins. This phased approach balanced quick wins with longer-term objectives, avoiding overwhelming users with too much change at once.
- **Content Co-Design and Ownership:** Fudgelearn initially developed the guidance content (step-by-step walk-throughs, smart tips) in collaboration with Brent's subject matter experts. We ensured the tone and terminology fit Brent's policies. Then we provided **training for Brent's in-house team** to create and manage OGL content themselves, giving them ownership and self-sufficiency going forward.
- **Governance & Integration:** A governance framework was set up so that OGL content updates align with Brent's change management processes – new Oracle features or policy changes trigger updates in the guided learning content, making OGL part of the normal update cycle. We also monitored user feedback and OGL usage analytics to continuously improve the guidance.
- **Supported Go-Live & Beyond:** The OGL guides were tested and then launched to users in a controlled manner. Fudgelearn remained involved for post-launch support: we conducted the first few **quarterly Oracle release tests** to update OGL content, then gradually handed over this responsibility to Brent's team. Fudgelearn is still providing **3rd-line expert support** as a safety net, under a managed service agreement, to ensure the guidance remains effective and up-to-date.



# Outcomes & Business Benefits



## Improved User Confidence & Consistency

Users feel more confident using Oracle Fusion Cloud with on-screen guidance; use of self-service features has become more consistent across the council.

## Fewer Support Queries

Basic “how do I?” questions dropped significantly as users now follow in-app prompts, reduce the support team workload and allow the helpdesk to focus on complex issues.

## Better Data Quality & Compliance

Embedded step-by-step guidance led to more accurate data entry and adherence to processes, improving data quality and meeting audit requirements (fewer errors to correct).

## Faster Onboarding of New Users

New employees or users in new roles got up to speed quicker. Role-based OGL tours meant even first-time users could complete tasks correctly without extensive classroom training.

## Internal Skills & Self-Sufficiency

Brent’s team now has the capability to create and update their own OGL content. This empowerment makes user enablement a core in-house skill, reducing reliance on external trainers.

## Sustainable Post-Go-Live Model

OGL became part of business-as-usual. Brent can continuously adapt user guidance with system changes, avoiding costly retraining programs and ensuring long-term Oracle Cloud return on investment.

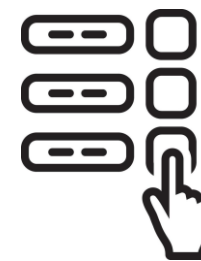
# Next Steps & Recommendations

## Lessons for Other Public Sector Organisations:

- **Expand In-App Guidance Gradually:** After initial success, Brent plans to extend OGL to more processes (e.g. additional high-volume or high-risk tasks) beyond the first rollout. Other organisations should similarly identify further areas where embedded guidance can add value and scale up in phases.
- **Integrate Guidance into Change Management:** Treat your in-app guidance tool as part of every change or new project. Brent is making OGL updates a standard step whenever they introduce a policy change or a new Oracle feature, so that guidance is always current. This avoids siloed training efforts and keeps users in sync with system changes.
- **Leverage Analytics to Improve:** Use the data from the guidance platform to see where users struggle. Brent is looking at OGL usage stats (e.g., which guides are used most and where people drop off) to pinpoint areas for further training or additional guidance content. Continuous improvement is easier when you base it on real user behaviour data.
- **Keep Content Evergreen:** Build OGL content maintenance into your quarterly upgrade cycle. Brent now treats updating the guided learning content as a routine part of each Oracle Cloud release, rather than a one-off effort. This ensures the guidance never becomes out-of-date and that users always have up-to-date instructions.
- **Secure Executive and User Buy-In:** Make sure leadership understands the long-term ROI of user adoption tools (reduced risk and support costs) and communicate to end-users that the in-app guides are there to help, not to monitor. Brent's success was aided by strong sponsorship and positive user feedback loops.

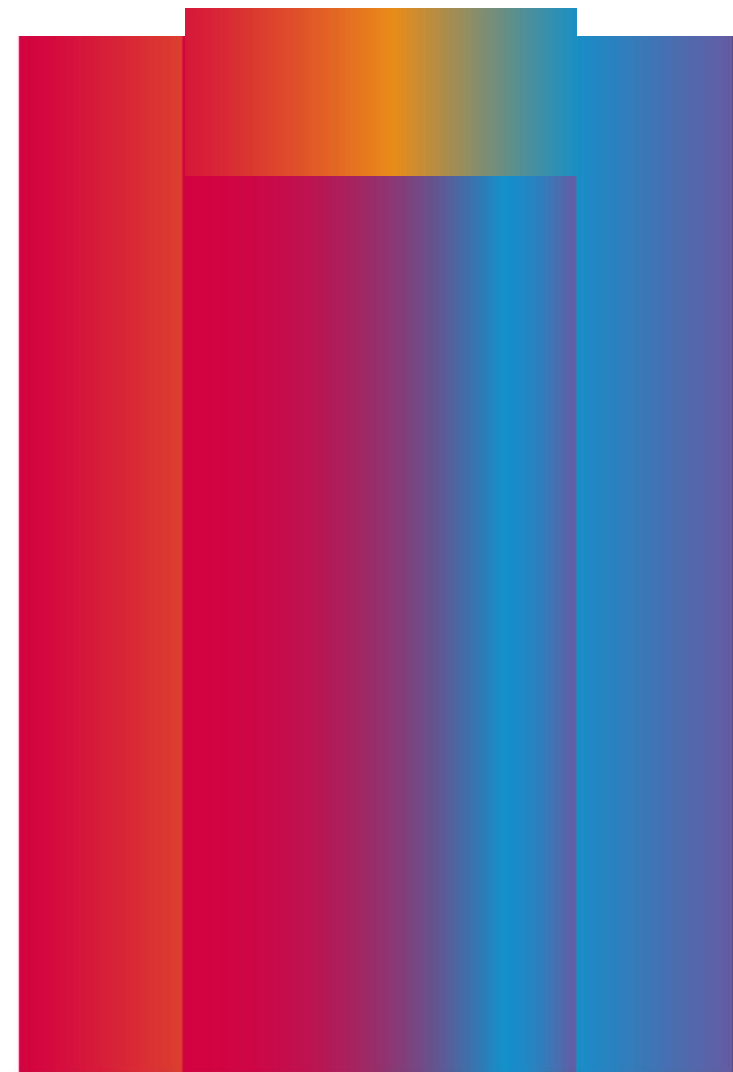


# Live Poll – Your Adoption Strategy



**Audience Poll #2:** *“Is in-application guidance (like Oracle Guided Learning) part of your user adoption strategy?”* (Poll question with multiple-choice options):

- A. **Yes**, we have already implemented a tool like OGL (or plan to soon).
- B. **Maybe soon**, we are currently exploring in-app guidance solutions.
- C. **Not yet**, we rely on traditional training and support channels for now.
- D. **No**, it’s not in our plan (or not applicable to our systems).





**Q&A**

*Questions and Discussion*

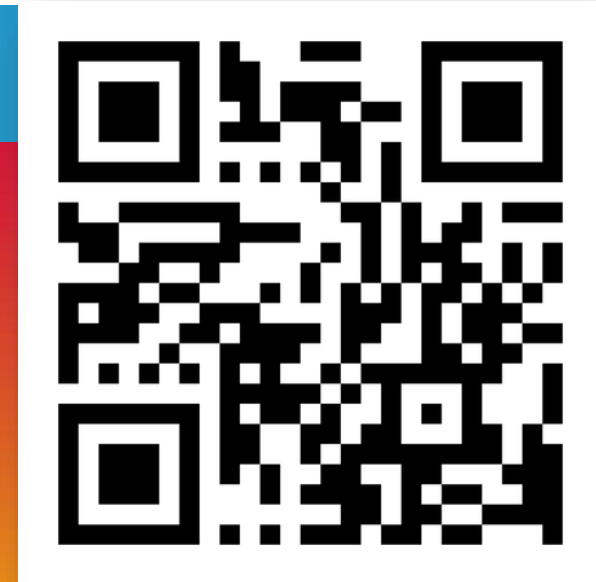


# Connect with Us

**Book A Meeting with Hellen Eadie**



**Connect with Vik Kapoor**



**Thank you**