



CASE STUDY – Deloitte & Touche

**Deloitte
& Touche**

Summary

Deloitte & Touche, Ireland's fastest-growing professional services firm, provides a full range of services:

- Assurance and Advisory Services
- Company Secretarial and Legal Services
- eBusiness Consulting
- Financial Advisory Services
- Management Consulting
- Pensions Services
- Taxation Services

Deloitte & Touche provides these services through 700 people located in three Irish cities - Dublin, Cork and Limerick. Known as an employer of choice for innovative human resources programmes, Deloitte & Touche has been recognised as one of the "100 Best Companies to Work For" by Fortune magazine for four consecutive years. We are dedicated to helping our clients and our people excel.

Deloitte & Touche is part of Deloitte Touche Tohmatsu, one of the world's leading professional services firms, with more than 95,000 people in over 140 countries.

Problem

At Deloitte & Touche, training is an essential part of their day-to-day client liaison. However, the use of overhead projector facilities in the Deloitte & Touche training centre did not afford attendees with the hands on experience and feel that is crucial to IT demonstrations. " 'Attendees need to be able to interact with the IT system in order to enhance the training experience and overhead projectors do not allow attendee interaction ' said Kate Bunbury, Senior IT Consultant, Deloitte & Touche Management Consultants.

Solution

NetSupport School was seen as the workaround solution to this problem. It proved to be a superior option to using a large screen to demonstrate applications. Students could see the demonstration clearly and view the detailed parts of the screen easily with NetSupport School's Show feature. While showing the screen to the class the presentation could be enhanced by highlighting the display with annotation.

Benefits

Deloitte and Touche will continue to use NetSupport School as it cuts out expensive overhead projector costs, whilst at the same time delivering presentations and demonstrations in REAL time, enhancing learning abilities.

"It is an excellent tool to aid IT training." – Kate Bunbury.