

# BOOST

## A CASE STUDY FROM THE PILOTING PHASE IN GERMANY

### Humance AG

As a service-oriented company Humance AG develops individual solutions to many major companies in the field of healthcare, pharmaceutical industry, logistics (e.g. SDSH, AWO, L'Oréal, Bosch, Columbia). Humance AG is specialist for innovative projects and applications with emphasis on Learning Solutions, Consulting, Technology and Research. Their focus is on portal solutions, community solutions, and mobile applications for the above mentioned fields. With expert knowledge on procedures and technologies Humance assists customers in the development and implementation of tailored knowledge strategies and their support through appropriate web-based solutions and mobile applications. As a partner in various national and international research projects Humance AG has direct access to current scientific results in the areas of healthcare, logistics, competence management and learning content management.



**Humance AG**

### Prof. Roland Klemke



### BOOST Evaluation

We organized a face-to-face demo session with one of the company owners. Prof. Roland Klemke. After explaining the approach and the platform, he tested the system as Manager and Employee. Then he expressed his opinions about it and this was recorded on video. Finally he provided his feedback also in a written form.

In the interview Prof. Klemke explained specificities of small companies compared to bigger ones. He emphasized several important requirements, especially openness of the system and flexible assignment of user rights. The customizable threshold between openness and privacy is a key feature that should be considered when deployed in companies. He also mentioned various ways of acquiring new competences in a company: recruitment of a new employee, hiring a trainer, and assigning a learning task to employees. Another important issue is how to integrate this platform into the work environment.

## Evaluation Session



### Is BOOST useful?

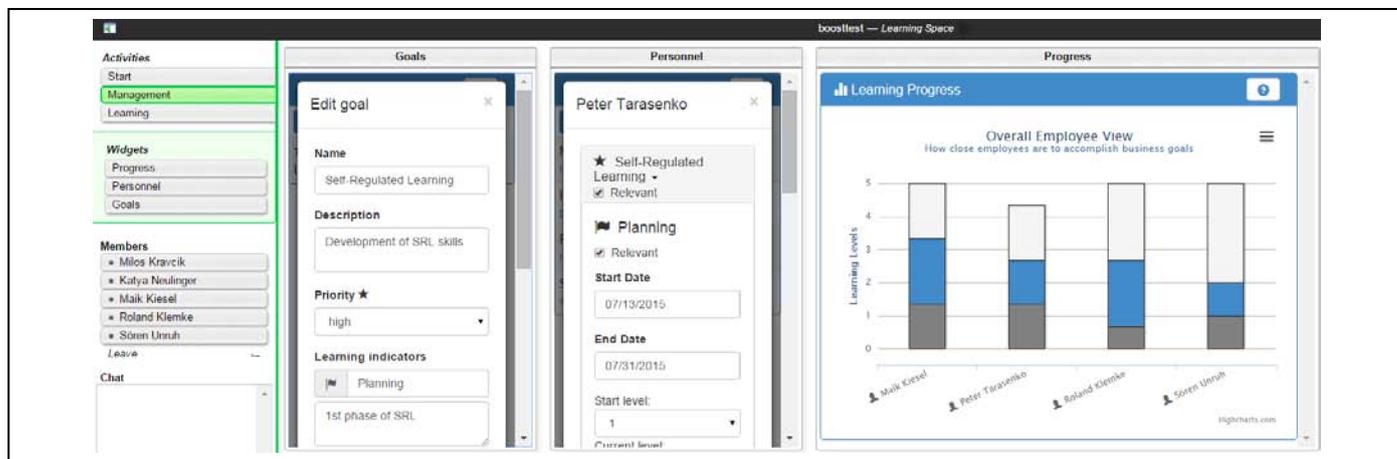
The approach of supporting dynamic communities is very helpful for SMEs, especially those operating in dynamic project environments with changing consortia.

### What would you improve?

The user interface is a bit demanding in the beginning, as it requires a number of widgets to look at. It is not clear right from the start what to do first. After getting acquainted, this improves, but it might be frustrating for new users.

### Would you use BOOST regularly?

There is currently not much support for organizing training for SME, so BOOST is a good start. The problems of SME however are very diverse, so the system probably needs to be even more flexible in terms of adaptability to specific business needs (such as: request for learning assignments from employees, spontaneous definition of learning assignments out of project needs).



## Conclusion



The addressed problem is relevant. The user interface may be too complex at the beginning for a novice user. Managers may need more support in form of examples: how to solve a problem from their perspective. For non IT people it may be too demanding. Anyway, the system has many good features.