



Case study: Improving operational efficiency through Excel capability

For organisations managing high volumes of data across multiple business units, the ability to work efficiently in Excel isn't just a nice-to-have, it's a core operational skill. For one leading Western Sydney precinct, closing the gap in Excel capability became a clear business priority.

As an existing Odyssey Training client, they returned as a preferred provider to support the next stage of their capability development.

THE CHALLENGE

Excel was already embedded across the business but capability levels varied across teams. This created inconsistencies in how tasks were completed and meant the organisation wasn't getting full value from tools their teams already had.

Their key priorities were:

- Increasing efficiency in routine data handling and reporting
- Enhancing the skills of existing Excel users
- Standardising faster, more consistent ways of working across teams

THE SOLUTION

The organisation partnered with Odyssey Training to deliver an **Microsoft Excel Intermediate program** tailored to their business environment.

The program focused on:

- Advanced techniques to streamline everyday workflows
- Time-saving functions and shortcuts applicable to real tasks
- Practical application directly aligned to participants' daily responsibilities

WHAT MADE THE TRAINING EFFECTIVE

Rather than teaching Excel in the abstract, Odyssey Training grounded every technique in real workplace scenarios. Participants weren't learning features, they were solving the kinds of problems they face every day.

This approach meant that adoption was immediate. Participants left the training with tools they could apply the very next morning, reducing the gap between learning and impact.

THE RESULTS

Following the training, the organisation reported clear improvements in day-to-day operations:

- Streamlined, more consistent processes across teams

- Reduced time spent on routine Excel tasks
- Improved confidence and capability in data handling

These gains have contributed to more efficient workflows and better use of existing internal resources, without adding headcount or new technology.

THE OUTCOME

Targeted training delivers results when it's built around real business needs. For this Western Sydney precinct, upskilling their teams in Excel translated directly into faster workflows, greater consistency and a stronger operational foundation, proof that smart capability investment pays off quickly.



Great experience overall, good trainer and topics covered."

- Program participant

ABOUT THE CLIENT

Our client operates a large-scale entertainment, fitness, lifestyle, and accommodation precinct in Western Sydney. With business units spanning hospitality, events and leisure services, their teams manage significant volumes of data and reporting on a daily basis.

Looking to improve efficiency across your teams?

For more information, visit www.odysseytraining.com.au or talk to our team:

- **Phone:** 1300 793 951
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