



## Case Studies Case Studies

### Delivered Services

- ⊕ Design and development of end user education strategy
- ⊕ Development of role-based, end user training curricula for 400 transactions in accordance with client's corporate standards
- ⊕ Provided client with end user training instructors on a "gap-fill basis" (35+ instructors, 175+ days of training client's North American constituency, including Canada, Mexico and the United States)
- ⊕ Delivered "train the trainer" sessions to super users to prepare them for post implementation support and classroom support

### The teksoft Difference

- ⊕ Immediate and sustainable results for a "fast-tracked" implementation:
  - ◆ Combination of experienced/high achieving professionals, solid processes, and the teksoft Resource Library (tRL) to develop quality training curricula in only 90 days
  - ◆ Successfully bridged critical "documentation gaps" by proactively engaging business processes and business teams to uncover, document, and integrate process details into role-based curricula
- ⊕ Ability to meet the client's demand for large quantity of classes on short notice:
  - ◆ During one week alone, teksoft delivered 41 training days for 37 classes at 6 different locations utilizing just 15 instructors
- ⊕ Ability to supply 5 Spanish speaking instructors for client's Mexican end user constituency with great results
- ⊕ Proactively engaged end users to effectively transfer knowledge (interactive games, team challenges, user-led review sessions, post training exams)
- ⊕ Willingness and ability to transfer knowledge:
  - ◆ After Phase I, client was able to supply over 99% of the project management of the SAP end user education and 70% of the end user training instructors

### Results

- ⊕ On time
- ⊕ On budget
- ⊕ Successful knowledge transfer highlighted by the following student evaluations:
  - ◆ Overall class evaluation (averaging 6.1 out of a possible 7.0 rating scale)
  - ◆ Course materials (averaging 6.2 out of a possible 7.0 rating scale)
  - ◆ Instructor effectiveness (averaging 6.3 out of a possible 7.0 rating scale)

### About the Client

Worldwide manufacturer of electrical products, tools, hardware, and metal support products (21 countries)

Annual sales of 4.1 billion dollars

Employs 27,000 associates worldwide

### Project Statistics

Duration: December 2003 to Present

Number of resources: 6 curricula developers, 30 instructors, .75 project manager (FTE)

Release: mySAP Enterprise

Client adopted a "phased approach" to their R/3 Implementation

Tools: RESITE, Microsoft Word and PowerPoint

Project specs: Global Big Bang – 5,000 end users