



## Case Studies Case Studies

### Delivered Services

- ⊕ Design and development of end user education strategy
- ⊕ Delivered project team training including SAP Overview to client's executive team
- ⊕ Development of end user training documentation in accordance with client's corporate standards
- ⊕ Adviser to, and member of, client's Project Management Office
- ⊕ Designed and developed 3 CBT courses for EBP (Business to Business Procurement) at a cost of \$30 per user
- ⊕ End user education *(37 instructors, 700 days of training over a 7-week period to client's global constituency, including New York, London, Sao Paulo, Tokyo, Hong Kong, Singapore, and Australia)*
- ⊕ Delivered "train the trainer" sessions to 140 associates to prepare them for post implementation support and classroom support
- ⊕ Delivered "train the trainer" to 16 internal professional trainers to promote knowledge transfer and a "blended delivery approach"

### The teksoft Difference

- ⊕ Implemented Quality Assurance Process to improve the quality of the BPPs
- ⊕ Worked collaboratively with implementation partner (SAP) and client project team to uncover and remedy critical process gaps
- ⊕ teksoft prepared contingency plans, with options around moving venues and long distance learning, to help the client manage the logistical challenges brought on by the Iraqi war and the SARS outbreak

### Results

- ⊕ Experienced, high achieving professionals and solid processes allowed client the ability to generate maximum production from a very limited staff (7 people [4.5 teksoft] when the norm is closer to 25 for a similar project)
- ⊕ teksoft instructors proactively engaged end users to effectively transfer knowledge (interactive games, team challenges, user-led review sessions, post training exams)
- ⊕ Significant cost savings attributable to lean training staff (5.25 FTEs versus 15 FTEs; a savings of approximately \$390,000)
- ⊕ Significant cost savings due to greater self reliance
- ⊕ Exceedingly successful knowledge transfer highlighted by the following student evaluations:
  - ◆ Content (averaging 4.7 out of a possible 5.0 rating scale)
  - ◆ Relevancy (averaging 4.6 out of a possible 5.0 rating scale)
  - ◆ Instructor Effectiveness (averaging 4.7 out of a possible 5.0 rating scale)
- ⊕ SCM processes including shipping, production and inventory returned to pre go-live levels within two weeks

### About the Client

Global media firm that supplies financial information services and news to their customers

Employs 9,000 associates worldwide

### Project Statistics

Duration: September 2002 to September 2003

Number of resources: 4.5 curricula developers, 21 instructors, .75 project manager (FTE)

Release: SAP R/3 version 4.6c

Tools: InfoPak, Visio, SAPtutor, and Microsoft Word and PowerPoint

Project specs: Global Big Bang - 9,000 end users