



Case Studies Case Studies

Delivered Services

- ⊕ Project Team Training Services:
 - ◆ Consulted client on optimum training track for project team members and super users
 - ◆ Delivered 20+ project team classes (ABAP, Basis, Functional)
- ⊕ End User Education Services:
 - ◆ Developed end user education strategy
 - ◆ Managed and developed end user education curricula
 - ◆ Delivered approximately 70 days of end user education across 6 different locations, including classroom and WebEx sessions

The teksoft Difference

- ⊕ Consultative pre-training sessions designed to validate learning objectives and prioritize training content
- ⊕ Flexibility in reducing redundant and non-critical content
- ⊕ Ability to help client meet training needs on very short notice

Results

- ⊕ Project Team Training Services:
 - ◆ Significant cost savings associated with reduced days to train (30% reduction vs. standard SAP training) due to personalized, prioritized training approach
 - ◆ Significant cost savings attributed to reduced travel costs as a result of training at client site
 - ◆ teksoft instructors average rating: 6.9 out of a 7.0 rating scale
 - ◆ Overall class ratings average: 6.6 out of a 7.0 rating scale
- ⊕ End User Education Services:
 - ◆ On time
 - ◆ On budget
 - ◆ Excellent instructor/course ratings
 - ◆ Monthly closes shortened by 30%

About the Client

Top publisher of textbooks for K-12 and College

Annual sales of approximately 1.2 billion dollars

Employs 3,500 associates

Project Statistics

Duration: June 2004 to February 2005

Number of resources: 15 trainers, 2 curricula developers, 1 project manager

Release: mySAP Enterprise (FI and MM) (Media Solution)