



Case Studies Case Studies

Delivered Services

- ⊕ Project Management for the education initiatives
- ⊕ Collaborated with the client to develop and design their end user education strategy
- ⊕ Consulted the client's project team on configuration issues

The teksoft Difference

- ⊕ teksoft training professionals' experience, knowledge and abilities led to immediate credibility with client constituencies, further reinforcing the bonds between the client's newly formed technology training team and the business analysts
- ⊕ Versatility of teksoft training professionals to develop curriculum and respond quickly to client needs, helped to minimize client investment for additional external resources
- ⊕ teksoft training professionals related extremely well to the client's in-house trainers, enabling the in-house trainers to eventually deliver end user and post implementation training
- ⊕ Availability and willingness of teksoft training professionals to transfer knowledge and exchange ideas with the client's team.

Results

- ⊕ On time
- ⊕ 30% below budgeted amount
- ⊕ Better defined processes
- ⊕ Zero business disruption
- ⊕ Excellent education results as evidenced by:
 - ◆ Student evaluations on course materials, including exercises, were rated 3.7 out of a 4.0 rating scale
 - ◆ Very little increase in the volume of Help Desk requests
 - ◆ Post implementation satisfaction surveys to both users and managers were highly complimentary of the client's SAP education efforts

About the Client

Multi-national manufacturer of diagnostic products for the Veterinary Industry

Annual sales of \$549,000,000

Employs 3,000 associates

Project Statistics

Duration: May 2005 to August 2005

SAP Education services to support upgrade from SAP R/3 version 4.5b to 4.7

SAP modules: FI, CO, SD, CS, MM, and PP

Number of resources: 1.5 curricula developer, .5 working project manager

Tools: Captivate (for self-paced eLearning), Microsoft Word and PowerPoint, and RESITE

Number of end users: 800