



Case Studies Case Studies

Delivered Services

- ⊕ Delivered project team training (both functional and technical)
- ⊕ Developed and managed an SAP End User Education Strategy, including class schedule and attendance mapping
- ⊕ Developed end user curricula, including delta materials for the client's upgrade
- ⊕ Knowledge transfer to client's team of internal curricula developers
- ⊕ Delivery of end user education (approx 200 days) at client locations in the United States, UK, South Africa, Australia, and Chile:
 - ◆ Traditional classroom sessions
 - ◆ WebEX sessions
- ⊕ HR & Payroll Consulting along with various other spot consulting services
- ⊕ teksoft Resource Library (tRL)

The teksoft Difference

- ⊕ Leadership and subject matter expertise on end user education issues
- ⊕ Ability to establish credibility and cooperation with the client's team members and management
- ⊕ Embraced the client's challenging goals and timelines as their own, including the assignment of instructors in 4 different countries
- ⊕ Helped client reduce time/cost to train in the midst of record level sales production

Results

- ⊕ On time!
- ⊕ Below budget (actual costs were approximately 30% lower than projected costs for upgrade)
- ⊕ 99% class attendance
- ⊕ teksoft instructors averaged 6.8 out of a possible 7.0 rating scale
- ⊕ teksoft developed curricula averaged 6.4 out of a possible 7.0 rating scale
- ⊕ Production and shipping levels achieved pre go-live levels within 2 days

About the Client

Global manufacturer of mining equipment

Annual sales of \$1,900,000,000

Employs 7,200 associates

Project Statistics

Mining machinery division

Upgrade from SAP R/3 version 3.1i to mySAP Enterprise (FI/CO, HR/Payroll, MM, PP, SD, SM, QM, PM, and Workflow)

Duration: November 2004 to March 31, 2005

Number of resources: 1 curricula developer (part time), 1 working project manager (part time), 7 instructors

Tools: Microsoft Word and PowerPoint, and Snag-it.

Mining equipment division

Duration: started July 2005, and is still in progress

Number of resources: 6 developers (FTE), 1 working project manager (full time), 12 instructors

New Implementation of mySAP Enterprise (FI/CO, HR/Payroll, MM, PP, SD, SM, QM, PM, and Workflow)