



Case Studies Case Studies

Client Objectives

- ⊕ Update current BPPs in anticipation of the R/3 Enterprise upgrade
- ⊕ Minimize the projected costs associated with a future upgrade

Delivered Services

- ⊕ Developed and managed a project plan for the internal team for the revision of BPPs, including standardization templates and processes
- ⊕ Developed end user delta curricula
- ⊕ Delivered “train the trainer” sessions
- ⊕ Delivered end user education
- ⊕ Where appropriate, revised existing end user education curricula
- ⊕ Designed procedures to manage the organization and maintenance of process, process documentation (BPPs), and end user education materials

The teksoft Difference

- ⊕ Leadership and subject matter expertise on training material documentation
- ⊕ Ability to establish credibility and cooperation with the client’s team members and management
- ⊕ Embraced the client’s challenging goals and timelines as our own

Results

- ⊕ Client executed their BPP initiative on time and on budget
- ⊕ End user education came in on time and on budget
- ⊕ Established “role-based” BPP and BPML maintenance procedures, including change management process
- ⊕ Integrated User Support Desk with on-line BPPs
- ⊕ Eliminated expenses associated with redundant process and “work arounds”

About the Client

Independent government agency

Tasked with keeping sewage pollution out of Lake Michigan and the area’s rivers

Serves 10.1 million people throughout 125 communities

Project Statistics

Duration: February 2003

Number of resources: 2 consultants, .5 project sponsor

Release: SAP R/3 version 4.5b