



Case Studies Case Studies

Delivered Services

- ⊕ teksoft delivered the following:
 - ◆ Project Management for the education initiatives
 - ◆ Development and design of end user education curricula
 - ◆ End user education
 - ◆ “Go-live” support
- ⊕ teksoft ventures was brought in at the “12th hour” to take over training efforts from another vendor (client initially engaged their implementation partner for end user training services).

The teksoft Difference

- ⊕ teksoft was able to successfully work with the client’s implementation partner to leverage any existing training material.
- ⊕ teksoft acted as client’s “de facto” training lead by working directly with project team members and end user constituents for issue resolution.
- ⊕ Experience of teksoft training professionals, combined with the teksoft Resource Library (tRL), helped teksoft to develop curriculum and deliver training within an extremely constrained time crunch (developed training materials for 15 days of classroom curricula in less than 6 weeks).
- ⊕ teksoft helped the client raise their expectations around the fact that an SAP Training Partner must use training professionals that are expert in the modules the client is implementing.

Results

- ⊕ On time!
- ⊕ Students surveys on training materials averaged 4.1 rating on 5.0 scale
- ⊕ Students surveys on the trainers averaged 4.1 on 5.0 rating on 5.0 scale

About the Client

Global specialty pharmaceutical and medical delivery company

Annual sales of 2.7 billion dollars

Employs 14,000 associates

Project Statistics

Client was implementing SAP ECC 5.0 (FICO module)

Duration: December 2005 through March 2006

Number of resources:

2 curricula developers/trainers

1 part-time project manager

1 help desk professional

Tools: Microsoft PowerPoint, and InfoPak

Number of end users: 400