



Case Studies Case Studies

Delivered Services

- ⊕ Developed SAP End User Education Strategy
- ⊕ Developed end user curricula for instructor led training delivery
- ⊕ Deployed e-learning classes for overview and navigation
- ⊕ Delivery of end user education to approximately 500 students
- ⊕ teksoft Resource Library (tRL)
- ⊕ Development of BPPs
- ⊕ Provided LMS to launch e-learning classes and automate certification testing
- ⊕ Supplied Help Desk support

The teksoft Difference

- ⊕ Immediate, cost effective, and sustained curricula development due to experienced SAP training professionals and their ability to leverage existing training materials (the tRL).
- ⊕ Ability of the teksoft team to establish confidence 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 on Christmas Eve
 - ◆ "24/7" training to 3 shifts of end users

Results

- ⊕ 99 % class attendance
- ⊕ 100% pass rate in time for go live
- ⊕ teksoft instructors averaged 4.4 out of a possible 5.0 rating scale
- ⊕ teksoft course materials/exercises averaged 4.3 out of a possible 5.0 rating scale
- ⊕ Shipping on Day 1 of Go-Live
- ⊕ Smooth financial month end closing by the first month of closing

About the Client

Privately-held firm that manufactures health, beauty, and personal care products

Employs 1350 associates

Project Statistics

Implementation of ECC 6.0

Modules included FICO, MM, SD, PM, QM

Duration: August 2008 through January 2009

Number of resources: 12

- Project Manager
- 8 curricula developers/trainers
- 3 part-time developers

Tools: Microsoft Word and PowerPoint, and Captivate