

SAP Implementation : Uncovering Return on Investment

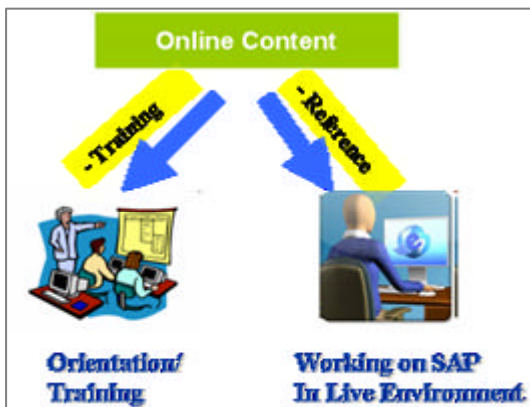
A large organization was implementing SAP FI, MM, CO, Income modules through a third party vendor. The modules were going to be accessed from various locations in India.



The client had invested heavily into SAP licenses and reengineering of business processes, however the promised benefits were not coming out. A large number of SAP users were unable to make proper use of the new interfaces.

All SAP users had paper documents and manuals but they saw it as burdensome technical information. They kept complaining about extra time and unnecessary trouble it was causing them in performing the processes using SAP.

We studied the learning needs of the organization and created about 120 online elearning videos on various sub areas of SAP within about 12 weeks. This online content gave to the point information according to job roles. All these videos were hosted as online content for easy access from internet/intranet.



The client used online content to train employees in the local classrooms or through remote sessions.

This worked as virtual 24 by 7 university available online at the click of a button.

Thus the employees could get audio visual recall of whichever business process they wished to perform on SAP system.

This improved the confidence level of employees and helped in standardizing the SAP implementation across the organization.

The employees felt that the online content helped them assimilate SAP interface better and saved a lot of exploration time. The employees could access exact keystroke level details of the business process at anytime.

The online content was actively tracked and gave useful automatic reports on actual usage by the end users. It also monitored the comparative performance levels of the users while being trained.

The program was very successful in raising the quality of operations and saved more than 3 million USD to the client.

About Stratbeans Consulting: Stratbeans Consulting provides elearning authoring tools and digital content development and hosting services for a wide range of applications.

Their customers are large organisations such as ITC, Metlife, Thomson Reuters, Royal Bank of Scotland, Dominos, Patni, Unitedlex, Deuthche Postbank, Congnizant, WNS etc.

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