



**SkillSet - the SAP and training specialists since 1991**

## **SAP Training Management and Delivery**

### **Improve the effectiveness of major business units**

#### **The Challenge**

A multinational Oil Company was relocating its customer service centre from one location to two different locations. In order to maintain productivity and minimise the impact to the business it was important to provide newly recruited employees with a comprehensive training programme. A key challenge was to ensure that employees were effectively and efficiently trained to use SAP.

#### **SkillSet Approach**

In order to develop a comprehensive package of material it was important to conduct a detailed training needs analysis, working with the business unit to ensure we captured all elements required for training. By working with the project team, SkillSet defined a global training strategy for the client. SkillSet designed the classroom content, PowerPoint presentations, classroom exercises and helpcards to support the new users.

We developed simulations using IBM SIMPROS to produce effective eLearning capability for users to utilise. By providing experienced SAP consultants we were able to produce training materials in the various SAP modules, SD, PP, MM, AM and AP. SkillSet developed the user documentation and provided a full training curriculum for the client. Our expertise and knowledge of the business enabled us to provide support to the client after go live.

#### **Outcome**

As a result of providing a comprehensive training programme to new starters we have minimised the disruption affected by the business relocation. Our involvement has enabled the newly recruited staff to receive a successful introduction to the business and enjoy their initial training. We continue to work with the client and provide support for further training programmes.

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**Multinational Oil Company**

#### **Services**

**Production of** training needs analysis.

**eLearning** tools allow high quality content to be produced rapidly (IBM SIMPROS)

**Blended Training** combines traditional classroom delivery with other methods which can increase cost-effectiveness.

**Expertise** in SAP provided by experienced consultants ensured all elements of the operating system were incorporated in the training materials

**Efficient** administration and management minimised disruption

***The provision of a professional training programme for new employees ensures a seamless introduction to the business and provides people with the necessary skills to maximise their potential.***