



SkillSet - the SAP and training specialists since 1991

## SAP Business Warehouse Blended Training European Supply Chain Optimisation

### The Challenge

A global agrochemical company was implementing SAP Business Warehouse throughout their European Operations. In order to ensure their operational staff were getting the most benefit from the reporting tool it was important to provide communication support and training material in both English and French for their supply chain operations.

### SkillSet Approach

Our starting point was to undertake a stakeholder and training needs analysis. We decided it was important to establish Business Warehouse Super User expertise at all European sites, this would allow for knowledge transfer to in-house trainers for ongoing operational training. We produced the training material which covered classroom exercises, PowerPoint presentations, quick reference guides, full reporter manual and reporting processes guide. We developed a roles and responsibilities document and captured simulations using real time data in both English and French. The training was developed to cover mainland UK and European sites. Our approach was to work in partnership with the client, we ran train the trainer sessions so after initial roll-out our client was able to provide support to users and give them the option of in-house trainers being able to deliver operational training.

An evaluation of uptake and training was developed which we provided to the client as feedback. This was in the form of an in-training review (evaluation form) and a review with the process owners approximately one month after training was delivered to understand how effective the training had been. As an opportunity to improve further sessions we also provided a written summary of the evaluations.

### Outcome

The organisation successfully trained users in the Business Warehouse reporting tool and knowledge was maintained within the company for ongoing support. Users are able to utilise the functionality of Business Warehouse to assist with their daily tasks. SkillSet continue to provide support for users and our client continues to roll out the training to other sites within the UK and Europe.

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Agrochemical Company

### Value Delivered

**Comprehensive** training needs analysis.

**eLearning** tools allow high quality content to be produced rapidly (Adobe Captivate)

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

Integrating these elements with an effective **operational support** environment – ongoing training, discussion forums, documentation, etc. - leads to operational excellence.

**Optimisation of productivity requires a thorough understanding of how people perform their processes.**

**Providing a comprehensive training package ensures effective utilisation of system functionality.**