



SkillSet - the SAP and training specialists since 1991

Shared Accounting Training and Support Accountants and clerks using SAP in a global centre

The Challenge

Our client's global Shared Accounting Centre was replacing their SUN accounting system with SAP and enhancing the range of services offered to the various business units located worldwide. A critical element of the project was to ensure that users were properly trained to use SAP but also to enable them to offer business advice in addition to processing transactions. The client asked us to plan, develop and implement a training and support programme.

SkillSet Approach

We began with a stakeholder analysis to identify all those affected by the project. We followed this with a detailed Training Needs Analysis to determine training requirements down to individual/group level. This enabled us to plan a training strategy and schedule.

We developed a comprehensive set of training materials and courses, working closely with the client Subject Matter Experts, including handbooks, help cards and hands-on exercises. We then delivered the training to ~150 accountants and clerks both within the Shared Accounting Centre and within the businesses they supported.

Following go-live we continued to support the centre, initially with desk-side support but quickly expanding into a range of services to help users improve their productivity and reduce errors. We provided additional training and coaching and also developed a SharePoint site to update their website and to store training material, documentation and eLearning modules that we had developed.

Outcome

The Shared Accounting Centre went live on the target date with users able to use the new systems and processes from the start. In the operational phase there have been steady and continuous improvements in performance assisted by our ongoing involvement.

For further information, please contact:

Tel: +44 (0) 1252 810061

Email: info@skillset.co.uk



Multinational Oil Company

Value delivered

In order to achieve the full potential of a new system it is essential to focus on **continuous improvement**—both of skills and processes.

We provide a range of **operational support** services including:

Continuous improvement cycle management

Refresher training

Induction training

Process improvement

eLearning

Communities of Practice

SharePoint information stores

Capability Maturity Model design and implementation

To reap the benefits of any shared service centre it is essential that employees are capable of using the systems effectively.

Initial training is vital but ongoing support is equally important if employees are to work at their full potential with high productivity and low error rates.