



SkillSet - the SAP and training specialists since 1991

Outsourced SAP Training and Support

Provide a sustainable training capability for Finance staff

The Challenge

Our client wanted to establish and deliver an operational training programme and capability within their Finance department. They were keen to exploit the power of SAP more broadly across the end user community. SkillSet were asked to develop needs-orientated stakeholder training focussed on SAP and supporting systems. We were to improve user understanding of the end-to-end process and how this links to supporting systems.

SkillSet Approach

SkillSet began with a stakeholder analysis to capture all relevant information about the people who need to be trained. We then developed a detailed training needs analysis looking at the particular concepts, processes or transactions that need to be communicated to each particular group of people. We carried out a documentation review, considering elements of process documentation, Standard Operating Procedures, Work Instructions, Quick Reference Guides and training materials including eLearning. We provided a review of training and support resources. SkillSet defined the Operational Training Model, the curriculum, the training organisation, how training will be delivered and the training design. We then developed a transition plan to include, knowledge transfer and train the trainers. We provided full development of the courses. SkillSet defined and developed the training resources and training documentation. Communications were also considered within the context of the strategy and plan, SkillSet ensured best practice and change were captured too.

Outcome

The client benefited from effective management and improvement of processes. We enabled the communication and training of roles and processes. Finance staff began to make the most effective and efficient use of the functionality in SAP. Best practice and knowledge was shared within the organisation. Due to the success of the initial training, the client has outsourced responsibility for the SAP training within their UK operations to SkillSet. The training is to be utilised at other operations and is to be rolled out to their international sites.

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International Insurance Company

Services

End user training to encompass a number of dimensions, new starters, job changers, refresher training.

Implementation plan covering material development, training schedule, training delivery and reviews.

Business process design and understanding.

Knowledge transfer and skills analysis

Improve productivity and system utilisation.

Document processes and procedures

The business improved its productivity by retraining finance staff on the effectiveness of the business process and systems supporting these processes. The organisation was maximising the functionality from SAP.