

Training for a global packaging and distribution firm

SAP ERP

Optimum, the IT training consultancy, partnered with a UK client on a tight deadline to provide them with a comprehensive SAP ERP end-user training programme.

The client, a leading fruit and vegetable supplier, replaced its legacy system with the ERP system, SAP, in order to support its developing business. The client's requirements had surpassed the capacity of its previous system, which had been used for 20 years and which could not fully integrate with new systems and processes.

SAP was chosen due to the high level of integration it could provide. However, the client soon realised they needed the assistance of a specialist ERP training consultancy to develop and deliver a bespoke end-user training programme.

Optimum was asked to design and manage a training programme that would educate staff in the benefits of the new system and how to use it confidently and competently.

Following a RapidScope® planning phase, Optimum assigned training consultants to develop and deliver both generic (introduction / navigation) and finance training sessions, as well as providing a lead trainer to assist key staff in delivering their own training on the remaining modules.

Project Overview

- New implementation of SAP ERP system.
- Tight timescales for development and delivery of training programme.
- 30 different courses developed including Finance Fundamentals and SAP for Purchase Ledger team.
- Training developed and delivered and Finance workstream.

Methods Used



RapidScope®
Planning & designing
your training



Reference Guides
Comprehensive
end-user manuals



Trainer Packs
Lesson plans for
consistent delivery



Presentations
Demonstrations to
large groups



Online Solutions
Various web-based
learning options



Quick Cards
Double-sided simple
process cards



eLearning
Interactive, passive
& concept modules



Skill the Trainer
Prepare internal
team for delivery



Classroom Delivery
Hands-on training
sessions



Go-Live Support
On-site floor walking
& hypercare

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Joanne Harrison Sales Director, Optimum

The Optimum lead trainer’s expertise enabled the subject matter experts (SME) and business process owners (BPO) to train the end users in the remaining business areas, which included commercial finance, commercial and operations.

A short timeframe to develop the training materials meant it was vital for Optimum to eliminate any problems in the early stages of the project. To achieve this, the Optimum lead trainer ensured the documentation was accurate through collaboration with the client’s SMEs, a strategy which reduced delays in turnaround times.

The rapid delivery of the project was commended by the client, who reported that Optimum had been superior to many of its previous contractors. Optimum’s transparency in partnership working also meant that the client was kept fully informed throughout the process.

With the advice and support of Optimum’s lead trainer, all 30 courses were designed and delivered on schedule. As the client had no in-house learning and development department, Optimum ensured effective learning had taken place through competency testing (delegate quizzes) for end users - with the results relayed back to key stakeholders.

The success of the training programme was attributed to the flexible approach and adaptability of the Optimum lead trainer, who was also adept at meeting tight deadlines.

Joanne Harrison, Optimum’s Sales Director, said, “It is always great to see our trainers performing so well. The added-value they brought to this project ensured, in tight timeframes, that end users were fully up-to-speed and the client could start getting a return on their investment.”



Optimum Technology Transfer Ltd
Saxon House, 48 Southwark Street
London, SE1 1UN, UK

UK +44 (0)20 7234 0380
US +1 877 406 6078

www.optimum.co.uk
info@optimum.co.uk