Case Study

SAP Migration

Project Overview

A leading global Professional Services firm planned to migrate a number of their existing systems to one ERP system, SAP. 12,000 staff in 26 locations required comprehensive training and support in order to migrate from the existing legacy billing system to the SAP system, in a 12 week time frame.

The aim of the project was to improve overall efficiencies and productivity within the organisation, by providing employees with the knowledge to fully understand the improved business critical software application.

Globaltech was employed to review and map existing business processes prior to designing, developing and delivering the complete training strategy.

The Solution

Faced with numerous challenges, including time and geographical constraints, Globaltech Solutions adopted an innovative training approach to ensure the project objectives would be achieved.

This involved the development of a 'blended learning solution' which incorporated instructor-led training; online support via e-learning modules, continuous access to FAQs virtual training sessions; and support with internal communications to help manage the change process.

The learning program was executed in two phases. A week long course focusing on SAP overview and navigation; engagement management; journals; reports & monthly processing was developed and delivered to the Finance team to ensure confidence withthe new system prior to firm wide go live.

Phase two focused on migrating all other users to the SAP system. This included the engagement of product champions to work alongside the trainer to ensure business specific issues could be addressed during training.

Snapshot of Project:

Client
- Professional Services firm

Project
- 12 week migration project from legacy billing system to SAPphire system

- 12,000 employees, 26 locations; in mainland Europe and the UK

Solution
- Delivery of a blended learning solution including: instructor-led; e-learning; virtual learning; internal change management guidance

- Multifaceted training program implementation for the finance team and standard employees

Project Achievements:

- Increased organisational productivity

- Reduced calls to Finance team and support service desk

- SAPphire widely accepted due to improved competency

- Migration delivery targets achieved

- Smooth course integration into standard core training program

- Quantifiable return on investment

globaltech
SOLUTIONS