



SAP® Training and Adoption
Customer Success Spotlights

Accelerating deployment and improving productivity with SAP Training and Adoption

When people are sufficiently trained, success can be inevitable – as you'll see in the following customer spotlights. These companies enabled their people to use and adopt SAP® solutions, resulting in game-changing transformations and better business outcomes.

Continuous learning, with clearly defined steps, can lead to on-time and on-budget deployments, along with increased user productivity. And it can provide companies like the ones here with the opportunity to leverage a competitive advantage and maximize the value of their investment in SAP.

Proven benefits from workforce training and adoption



“It’s your people that will ultimately help you successfully deliver the intelligent enterprise and **digitally transform** your organization. And the reality is that the more you empower your people with continuous learning, the more you can **achieve results** like these customers featured here. It’s a win-win for your company – and your people.”

Molly Bazemore, Global Services Sales Head,
SAP Training and Adoption

Source: “How Much Is Enough? Defining How Much Training Is Required to Achieve Maximum Business Value,” IDC White Paper, sponsored by SAP, September 2018.

Customer References

By Industry Area

Agribusiness

- 5 Bunge Limited
- 6 Océalia

Consumer Products

- 7 Boticário Group

High Tech

- 8 Altran Deutschland S.A.S. & Co. KG

Higher Education

- 9 Jai Bharath College of Management & Engineering Technology

Mill Products

- 10 Poongsan Corporation
- 11 Severstal-Infocom

Oil and Gas

- 12 AGL Energy Limited

Professional Services

- 13 Dimension Data Holdings PLC
- 14 Ernst & Young Global Limited
- 15 Mercedes-Benz Türk A.Ş.
- 16 Camelot ITLab GmbH

- 17 United VARs LLP
- 18 IBM Global Business Services China
- 19 HCL Technologies Limited
- 20 ROFF
- 21 Southern Cross Computing
- 22 Shanghai Wise Consulting Co. Ltd.
- 23 Rizing HCM
- 24 1218 Global HR Solutions
- 25 DXC Technology Company

Retail

- 26 Federation of Migros Cooperatives

Utilities

- 27 Salt River Project
- 28 AES Corporation
- 29 Sydney Water Corporation

Wholesale Distribution

- 30 Lekkerland SE & Co. KG

Overview

Table of Contents

Agribusiness

Consumer Products

High Tech

Higher Education

Mill Products

Oil and Gas

Professional Services

Retail

Utilities

Wholesale Distribution

Share Your Story



Customer References

By Alphabetical Order

24	1218 Global HR Solutions	26	Federation of Migros Cooperatives	23	Rizing HCM
28	AES Corporation			20	ROFF
12	AGL Energy Limited	18	HCL Technologies Limited	27	Salt River Project
8	Altran Deutschland S.A.S. & Co. KG	19	IBM Global Business Services China	11	Severstal-Infocom
7	Boticário Group	9	Jai Bharath College of Management & Engineering Technology	22	Shanghai Wise Consulting Co. Ltd.
5	Bunge Limited			21	Southern Cross Computing
16	Camelot ITLab GmbH	30	Lekkerland SE & Co. KG	17	United VARs LLP
13	Dimension Data Holdings PLC	15	Mercedes-Benz Türk A.Ş.	29	Sydney Water Corporation
25	DXC Technology Company	6	Océalia		
14	Ernst & Young Global Limited	10	Poongsan Corporation		

Overview

Table of Contents

Agribusiness

Consumer Products

High Tech

Higher Education

Mill Products

Oil and Gas

Professional Services

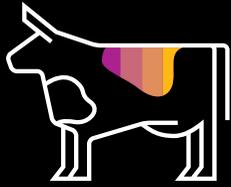
Retail

Utilities

Wholesale Distribution

Share Your Story





Bunge optimized training delivery and improved service support, radically transforming its change management processes

Helping feed the world since 1818, Bunge Limited operates an integrated value chain linking grain and oilseed origination, storage, transportation, processing, packaging, and distribution. With a rapidly expanding ERP footprint in Brazil, the firm was presented with two immediate challenges. It needed to quickly onboard its people to use new systems and equip the change management team to handle the fast pace of change in its technology landscape. Wanting to facilitate a smooth technology rollout, Bunge sought to harmonize various project activities without disrupting business operations while identifying training requirements and technical gaps within its landscape.

Using data gleaned from the cloud edition of the SAP User Experience Management application by Knoa, Bunge Limited ensured a smooth rollout of the SAP ERP application by:

- Instituting a more rigorous change management process, giving functional support teams clear visibility into the IT landscape changes likely to impact end users
- Better targeting training delivery to specific user needs, using detailed information on errors encountered by users in the integrated test phase – reducing overall training time by half
- Prioritizing training efforts before go-live through understanding application usage, ensuring maximum support
- Effectively assessing employee proficiency with SAP solutions, leading to the adoption of an empirical assessment as a standard component of its certification program
- Using real-time user experience data to improve support processes, reducing the time needed to investigate new issues
- Identifying knowledge base requirements for support staff, improving the ability to respond to user-reported issues

“While our change management analysts are not experts in every aspect of our SAP technology landscape –with the cloud edition of SAP User Experience Management by Knoa, we have **data-driven insights** helping us to identify and resolve issues.”

Rita Souza, CMO Lead, Bunge Limited



Bunge Limited
White Plains, New York
www.bunge.com

Industry
Agribusiness

Employees
31,000

Revenue
US\$45.7 billion

Featured Solutions
SAP User Experience Management by Knoa cloud edition and SAP ERP



Overview

Table of Contents

Agribusiness

Consumer Products

High Tech

Higher Education

Mill Products

Oil and Gas

Professional Services

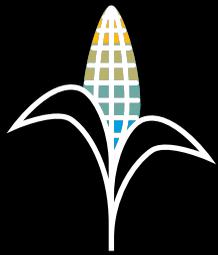
Retail

Utilities

Wholesale Distribution

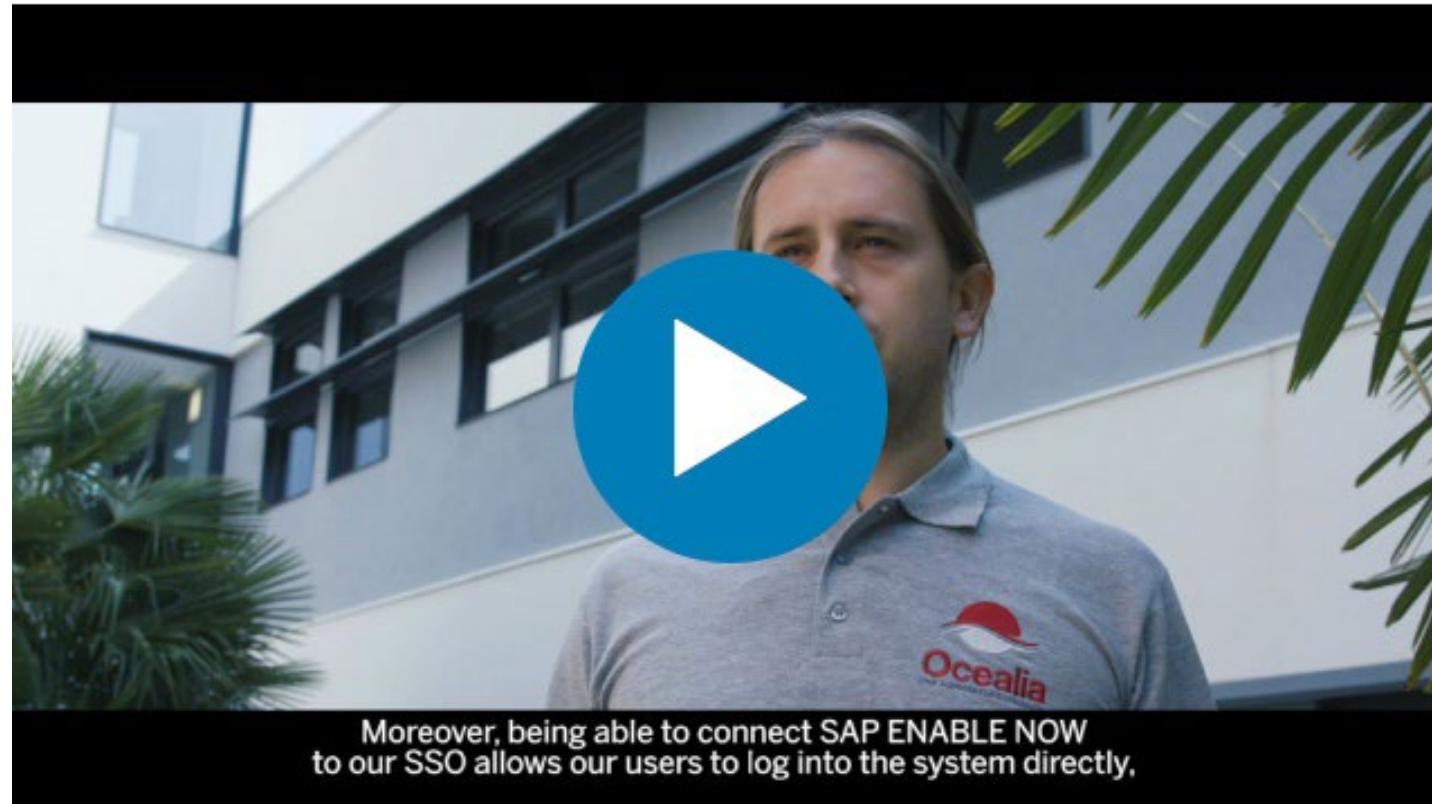
Share Your Story





Océalia Share best practices with SAP Enable Now

Watch and listen how the French agriculture co-op group Océalia shares best practices on how they have enabled employees at its various sites to have a consistent understanding of its IT solutions using accessible, standardized tutorials.



Overview

Table of Contents

Agribusiness

Consumer Products

High Tech

Higher Education

Mill Products

Oil and Gas

Professional Services

Retail

Utilities

Wholesale Distribution

Share Your Story

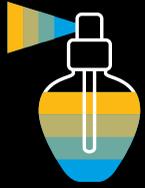


Océalia
Cognac, France
www.ocealia-groupe.fr

Industry
Agribusiness

Featured Solutions
SAP Enable Now solution





Beautifying business performance with SAP User Experience Management

Leading beauty company Boticário Group provides crucial components of customers' beauty regimens, from fragrances to skin care products. To better meet its customers' needs, Boticário needed a better understanding of its own business processes. Using the **SAP User Experience Management application by Knoa**, the company monitored employee interactions with its SAP ERP application to identify opportunities for improvement and enable efficiencies across key business areas.

Before: Challenges and Opportunities

- Gain visibility into employee interactions with SAP software to identify opportunities for improvement
- Combine user data with system performance and availability data from application performance management tools for a complete view of operational performance

Why SAP

- Comprehensive user analytics providing full visibility into employee interactions
- Transparent application use and workflows that help maximize the value of investments
- Detailed analysis of the user experience, which provides insight into which business transactions have the most user activity, highest error rates, and longest response times

After: Value-Driven Results

- Enabled major efficiency improvements in key business areas, including finance and logistics
- Empowered the identification and addressing of business issues with the most significant impact on user productivity and performance
- Supported proactive management of SAP ERP application performance
- Enabled help desk operations to improve service-level agreements through automation

"We have made significant investments in our technology to improve efficiencies. We found SAP UEM to be the best product of its type, **in both functionality and ease of use.**"

Nicholas Alexandre Pierri, Senior IT Consultant, Boticário

Full

Visibility into operational performance

Greater

Employee adoption of software



Watch how Boticário uses SAP UEM to manage the performance of SAP ERP.

Overview

Table of Contents

Agribusiness

Consumer Products

High Tech

Higher Education

Mill Products

Oil and Gas

Professional Services

Retail

Utilities

Wholesale Distribution

Share Your Story



Boticário Group
Sao Jose dos Pinhais, Brazil
www.boticario.com.br
(Portuguese)

Industry
Consumer products

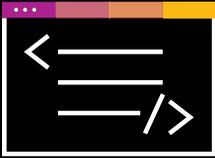
Products and Services
Fragrances, cosmetics, and skin care and personal care products

Employees
10,000

Revenue
US\$3.9 billion

Featured Solutions
SAP User Experience Management by Knoa and SAP ERP application





With the know-how to use advanced software capabilities, Altran is helping its customers run their operations more efficiently

As a leading provider of IT consultancy solutions, Altran Deutschland S.A.S. & Co. KG assists its global customers in achieving digital transformation through implementation of advanced enterprise software and next-generation ERP solutions. Altran wanted its consultants to understand the full capabilities of the solutions they deploy so they could help customers use them effectively. To achieve this, it established a centralized e-learning platform to help both consultants and customers develop the skills they need to maximize the value gained from the software.

By deploying **SAP Learning Hub**, Altran has been able to:

- Centralize training and administration for a global workforce based in more than 30 countries
- Offer 24x7 access to a wide range of training content, simulation tools, and learning maps
- Enable a multinational staff to train using material in native languages
- Improve consultants' test scores from 30% to 83% after 12 months of using SAP Learning Hub
- Support consultants advising on and implementing SAP software projects for customers
- Help customers' users and managers harness the full potential of their SAP solutions in day-to-day tasks
- Provide personalized training and certification programs based on users' individual roles and requirements
- Create and deliver tailored training materials using the SAP Enable Now solution

“SAP Learning Hub helped us **close knowledge gaps** and provide both our consultants and our customers with the skills they need to make the most of SAP software.”

Dr. Aydin Demir, Senior Expert, SAP Supply Chain Expertise Center, Altran Deutschland S.A.S. & Co. KG



Overview

Table of Contents

Agribusiness

Consumer Products

High Tech

Higher Education

Mill Products

Oil and Gas

Professional Services

Retail

Utilities

Wholesale Distribution

Share Your Story

altran

Altran Deutschland
S.A.S. & Co. KG
Munich, Germany
www.altran.com

Industry
High tech

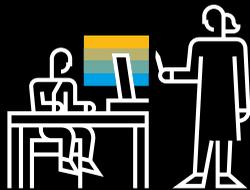
Employees
47,000

Revenue
€2.9 billion

Featured Solutions and Services
SAP Learning Hub and
SAP Enable Now solution

THE BEST RUN 





Jai Bharath trains students in today's key technologies to develop marketable skills for the competitive global marketplace

The Jai Bharath College of Management & Engineering Technology in the Ernakulam district of Kerala, India, is dedicated to grooming world-class managers. Sponsored by the Jai Bharath Education Foundation, the college emphasizes both the technical and leadership skills required to meet the management challenges of global organizations. Because so many organizations worldwide rely on solutions from SAP, leaders at Jai Bharath knew that their students would be more attractive to employers if they already had a deep practical knowledge of SAP solutions. The question was, how could the college impart that knowledge before the students graduated?

Jai Bharath worked with the **SAP E-Academy program** and partner **Electro Mech Enterprises** to:

- Provide students with coursework to gain SAP certification in finance, sales and distribution, materials management, and more
- Give students a deeper understanding of the SAP consulting ecosystem through consultant-led case studies, information sessions, and workshops
- Increase student placement upon graduation by 14% since Jai Bharath began offering certification through SAP E-Academy

“Jai Bharath students are maximizing their learning time and productivity through **intuitive, easily accessible training**. Now, with SAP E- Academy, they’re bringing greater value to the customer, the college, and the foundation.”

Sahad A. Kharim, Managing Partner, Jai Bharath Education Foundation



Overview

Table of Contents

Agribusiness

Consumer Products

High Tech

Higher Education

Mill Products

Oil and Gas

Professional Services

Retail

Utilities

Wholesale Distribution

Share Your Story



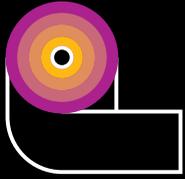
Jai Bharath College of Management & Engineering Technology
Ernakulam, Kerala, India
www.jaibharathmba.com

Industry
Higher education and research

Employees
Employees>50

Featured Solutions and Services
SAP E-Academy program





Strengthening employee knowledge and capabilities with SAP Enable Now

Businesses across Asia and the United States rely on the durability of fabricated nonferrous metals and solutions from Poongsan Corporation. Using the SAP Enable Now solution, Poongsan can create and deploy context-sensitive user help, transaction documentation, training simulations, test scripts, and e-learning materials. This helps employees save time by easing knowledge transfer and helps management keep track of learning goals and performance. The result is a more productive workforce – strengthening Poongsan and its products.

Before: Challenges and Opportunities

- Central source for provisional, role-specific training on the SAP ERP application
- Systematic maintenance and updates for learning materials
- Training simulations for all aspects of SAP ERP, as well as related documentation
- Record of updates to and process analysis for training materials

Why SAP

- SAP education offerings, which are the most effective means of training users on the full functionality of SAP ERP
- Dedication to continuous performance improvement and enhancement

After: Value-Driven Results

- Save time with efficient training for and knowledge transfer between new and current employees
- Verify completion of learning tasks anytime, anywhere
- Expand to various systems and lines of business across the SAP solution landscape
- Increase employee efficiency and productivity

"SAP Enable Now supports systematic learning for SAP ERP, through which we run many complex business processes. This support provides an environment where users can learn by themselves and managers can keep track of tasks, **increasing employee productivity and efficiency.**"

Seung Hoon Ryu, Chief Information Officer, Poongsan Corporation

Improved

Training for and knowledge transfer between new and current employees

Mobile

Access to learning tasks across devices for time savings and accessibility

Greater

Productivity in the workforce

Overview

Table of Contents

Agribusiness

Consumer Products

High Tech

Higher Education

Mill Products

Oil and Gas

Professional Services

Retail

Utilities

Wholesale Distribution

Share Your Story

POONGSAN

Poongsan Corporation
Seoul, South Korea
www.poongsan.co.kr

Industry
Mill products

Products and Services
Fabricated nonferrous metals, defense products, precision forging, and high-pressure annealing process systems

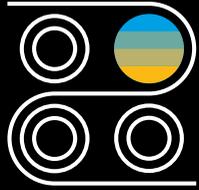
Employees
3,600

Revenue
KRW 2.4 trillion (US\$2.2 billion)

SAP® Solutions
SAP Enable Now solution, SAP ERP application, and SAP Education offerings

THE BEST RUN





Increasing employee efficiency with SAP UEM

Severstal-Infocom, the IT department of Russia's largest steel company, used **SAP User Experience Management by Knoa** to identify performance issues following its deployment of the SAP HANA database. Now, user analytics enable Severstal's help desk to immediately identify the source of errors for rapid resolution.

Before: Challenges and Opportunities

- Identify performance problems related to the SAP HANA migration
- Gain visibility into Severstal employees' interactions with SAP software to quickly resolve support tickets

Why SAP

- SAP UEM, which includes extensive user analytics that provide complete visibility into employee interactions with applications
- Transparency over every aspect of application use and workflows that helps protect and maximize investments in SAP applications and upgrades
- Analysis of all user activities that provides insight into which business transactions have the highest error rates and longest response times

After: Value-Driven Results

- Identified problems related to the SAP HANA migration and significantly reduced inefficiencies
- Improved service desk operations by eliminating the need for employees to remember process steps to recreate system issues
- Streamlined user support by integrating the SAP UEM user workflow with SAP Solution Manager to achieve faster access to diagnostic information
- Helped to align sales department feedback with actual IT data to enable resolution of usability issues
- Provided important application usage data for the information security team

"SAP UEM by Knoa helped us **solve performance issues** related to SAP HANA and **provide support** to more than 15,000 employees. Our experience with SAP UEM has been very positive."

Alexey Maksimenko, Senior Consultant, Change Management, Severstal-Infocom

Faster

Access to process diagnostics data and insights

Reduced

Time and effort spent investigating user errors

Improved

Support experience for users

Overview

Table of Contents

Agribusiness

Consumer Products

High Tech

Higher Education

Mill Products

Oil and Gas

Professional Services

Retail

Utilities

Wholesale Distribution

Share Your Story



Severstal-Infocom
Cherepovets, Russia
www.severstal.com

Industry
Mill products

Products and Services
Steel and metal products

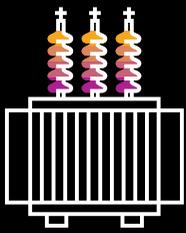
Employees
50,000

Revenue
US\$7.85 billion

SAP® Solutions
SAP User Experience Management, SAP HANA, and SAP Solution Manager

THE BEST RUN





AGL used data-driven insights into its business applications' use to guide employee training and **enhance customer interactions**

Since lighting the first gas streetlamp in Sydney in 1841, AGL Energy Limited (AGL) has pioneered energy innovation in Australia and is now committed to helping shape a sustainable energy future. Operating customer service and billing capabilities through contact centers and billing platforms, the energy firm turned its focus to helping customers take greater control of their energy needs. Intent on being a truly customer centric organization, AGL sought to help its call center agents serve customers better. This called for optimizing how they accessed and experienced AGL's core systems.

AGL Energy Limited deployed the SAP User Experience Management application by Knoa to measure and optimize user performance across its SAP software landscape, helping the firm:

- Gain insight into how its employees interact with its enterprise CRM solution, highlighting application use and user engagement
- Understand complexities within key business functions, identify ways to enhance the user journey and workflow to help users become more productive, and support optimal customer interactions
- Use data-driven insights to resolve issues and ensure customer-oriented processes run smoothly
- Identify training opportunities for call center employees
- Pinpoint operational and workflow adjustments to improve performance and fine-tune business processes that directly affect user satisfaction and efficiency

“Using SAP User Experience Management, we’ve been able to make more effective use of our enterprise software to **serve customers better**. This includes isolating key system challenges experienced by our call center agents and resolving them efficiently.”

Michael Connelly, System Optimization Performance Manager, AGL Energy Limited



Overview

Table of Contents

Agribusiness

Consumer Products

High Tech

Higher Education

Mill Products

Oil and Gas

Professional Services

Retail

Utilities

Wholesale Distribution

Share Your Story



AGL Energy Limited
Sydney, Australia
www.agl.com.au

Industry
Oil and gas

Employees
3,750

Revenue
A\$13.2 billion
(US\$9 billion)

Featured Solutions and Services
SAP User Experience Management
application by Knoa





Integrating work and learning with **SAP Enable Now**

ICT provider Dimension Data Holdings PLC sought an end-to-end solution to help it create and deploy training materials for over 3,000 employees using applications based on both SAP and non-SAP software. With the aid of the SAP Enable Now solution, the learning and development team now has one tool set that helps it cocreate self-paced training content in partnership with small and midsize enterprises and business users. The new solution supports fast development and deployment of training content, making it easier for users around the globe to access the latest versions of content.

Before: Challenges and Opportunities

- Deploy a user-friendly, end-to-end solution for the efficient creation of training materials
- Provide appropriate, improved training material that users will appreciate and trust because it reflects the latest application updates
- Encourage employees to learn while they work and work while they learn

Why SAP

- SAP Enable Now to support advanced performance, and end-user education capabilities that help improve productivity, user adoption, and the end-user experience
- Efficient authoring that creates multiple outputs from one recording and provides simulations and documentation
- User-friendly performance support from the desktop assistant within SAP Enable Now, making it easier for employees to learn while working on production systems
- Excellent solution support from SAP Enable Now that complements training programs

After: Value-Driven Results

- Greater efficiency with the ability to create quality simulations and documentation, including work instructions and reference guides
- Enhanced executive buy-in from the top down, thanks to regained trust in training content
- More consistent learner experience in regard to how the learning journey works and where to find content
- Increased ability to constantly improve quality and make the entire business cocreators of application training, thanks to direct feedback on enhancements and corrections sent to the learning and development team
- Enabled help-desk operations to improve service-level agreements through automation

“Thanks to SAP Enable Now, we now think differently about training and the tools that can get us there. With a tool set that is so **exciting and easy to use**, we can deliver better training.”

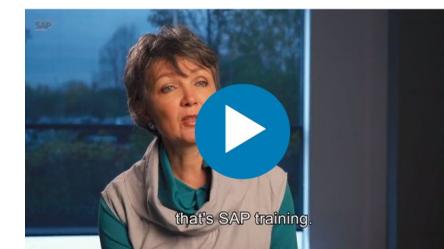
Helena Schoeman, Training and Talent Partner, Dimension Data Holdings PLC

Robust

Return on investment that far outweighs the cost of the solution

>3000

Employees using training materials created with the aid of SAP Enable Now



See how Dimension Data integrates work and learning with SAP Enable Now.

Overview

Table of Contents

Agribusiness

Consumer Products

High Tech

Higher Education

Mill Products

Oil and Gas

Professional Services

Retail

Utilities

Wholesale Distribution

Share Your Story



Dimension Data Holdings PLC
Johannesburg, South Africa
www2.dimensiondata.com

Industry
Professional services

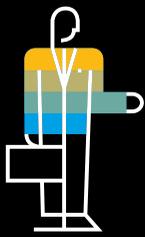
Products and Services
Information communications technology (ICT) provider

Employees
>28,000

Revenue
US\$8 billion

SAP® Solutions
SAP Enable Now solution





Staying on top of SAP technology innovations with SAP Learning Hub

A longtime SAP partner, Ernst & Young Global Limited (EY) has a large team of consultants who are experienced in SAP software technology. To stay up to date and on the cutting edge of SAP innovation, they use **SAP Learning Hub**.

Before: Challenges and Opportunities

- Build a better, more sustainable working world for customers and EY consultants
- Inspire customer confidence with the most up-to-date knowledge of SAP software technology
- Provide consultants with a flexible digital learning solution to help them stay current and upskill on SAP software-related topics in a way that is efficient and convenient for them

Why SAP

- SAP Learning Hub for cost-effective, sustainable learning on SAP software and service offerings
- Scalable, on-demand offerings –including self-paced e-courses, online classes and expert sessions, collaborative SAP Learning Rooms, and offline self-study tools that are up to date, personalized, localized, and available 24x7
- Integrated view of all relevant training material through visual Learning Journey guides that include recommended paths to competency

After: Value-Driven Results

- Continuous training and enablement on the latest software technology innovations from SAP
- Significant reduction in training-related travel, lowering costs and carbon footprint
- Faster, more efficient learning by allowing consultants to train when it works for them, rather than finding class times that work for everyone
- Clear, solution-specific learning that leads to SAP qualification and certification without increasing the budget
- Facilitated knowledge sharing with SAP experts, EY consultants, and other SAP Learning Hub users
- Innovative gamification options that help build and measure expertise and make learning fun

"EY people love SAP Learning Hub. There is monthly triple-digit growth in membership to the Digital Transformation Learning Room, for example. It saves time and money –and **helps us stay on top of the SAP user market.**"

Tim Fuller, Global SAP Go-to-Market Leader, Ernst & Young Global Limited

20%–30%

Reduction in training costs by cutting travel and classroom training

2/3

The cost of traditional training

>2.5

Trainings consumed per consultant each month (based on 12,000 trainings accessed over a seven-month period)

75%

Of available SAP Learning Rooms used by EY consultants

Overview

Table of Contents

Agribusiness

Consumer Products

High Tech

Higher Education

Mill Products

Oil and Gas

Professional Services

Retail

Utilities

Wholesale Distribution

Share Your Story



Ernst & Young Global Limited
London
www.ey.com

Industry
Professional services

Products and Services
Assurance, tax, transaction, and business consulting service

Employees
260,000

Revenue
€26.9 billion

SAP® Solutions
SAP Learning Hub

THE BEST RUN





Mercedes-Benz Turk enabling their team with SAP Learning Hub

Overview

Table of Contents

Agribusiness

Consumer Products

High Tech

Higher Education

Mill Products

Oil and Gas

Professional Services

Retail

Utilities

Wholesale Distribution

Share Your Story



Mercedes-Benz

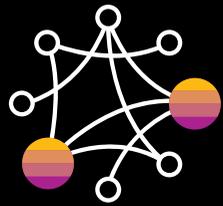
Mercedes-Benz Türk A.Ş.
Istanbul, Turkey
www.mercedes-benz.com.tr

Industry
Professional services

SAP® Solutions
SAP Learning Hub

THE BEST RUN





Camelot ITLab consultants now **learn independently** – and the company saves a six-figure sum

For IT consultants at Camelot ITLab GmbH, knowledge is the key to success. The market is highly competitive, and clients expect in-depth expertise in the latest SAP technologies. Conventional classroom courses are not the ideal way to gain this expertise. They take place at fixed times, are difficult to coordinate, and do not fully address the specific needs of Camelot ITLab's SAP specialists. A new, flexible, digital approach to learning was needed to ensure that the company remains competitive in the future.

Camelot consultants all around the world can access **SAP Learning Hub at any time. And they all select the content that is actually relevant to them.**

- Consultants can instantly learn about the latest technologies as training content can be accessed immediately after it is published by SAP
- Employees are not bound to fixed training days and complete training courses much faster
- Preconfigured training systems are immediately available for all content – for quick, hands-on training exercises
- Almost all of the 40 or so time- and cost-intensive classroom training courses were replaced by e-learning
- More effective knowledge transfer thanks to interactive features, 24x7 access to all content, and the freedom to complete courses at the learner's own pace
- The easy-to-use, modern user experience increases employee engagement and training success rates
- Detailed performance monitoring provides a constant overview of each employee's level of knowledge and supports quality assurance
- A significantly higher level of communication between tutors and learners compared to conventional training

“We have to ensure that our consultants are always certified for new SAP technologies. **Speed and quality are essential** in this. SAP Learning Hub has enabled us to reach a new level in both of these respects – while making considerable savings at the same time.”

Stefan Krüger, Head of HR Development, Camelot ITLab GmbH

Overview

Table of Contents

Agribusiness

Consumer Products

High Tech

Higher Education

Mill Products

Oil and Gas

Professional Services

Retail

Utilities

Wholesale Distribution

Share Your Story



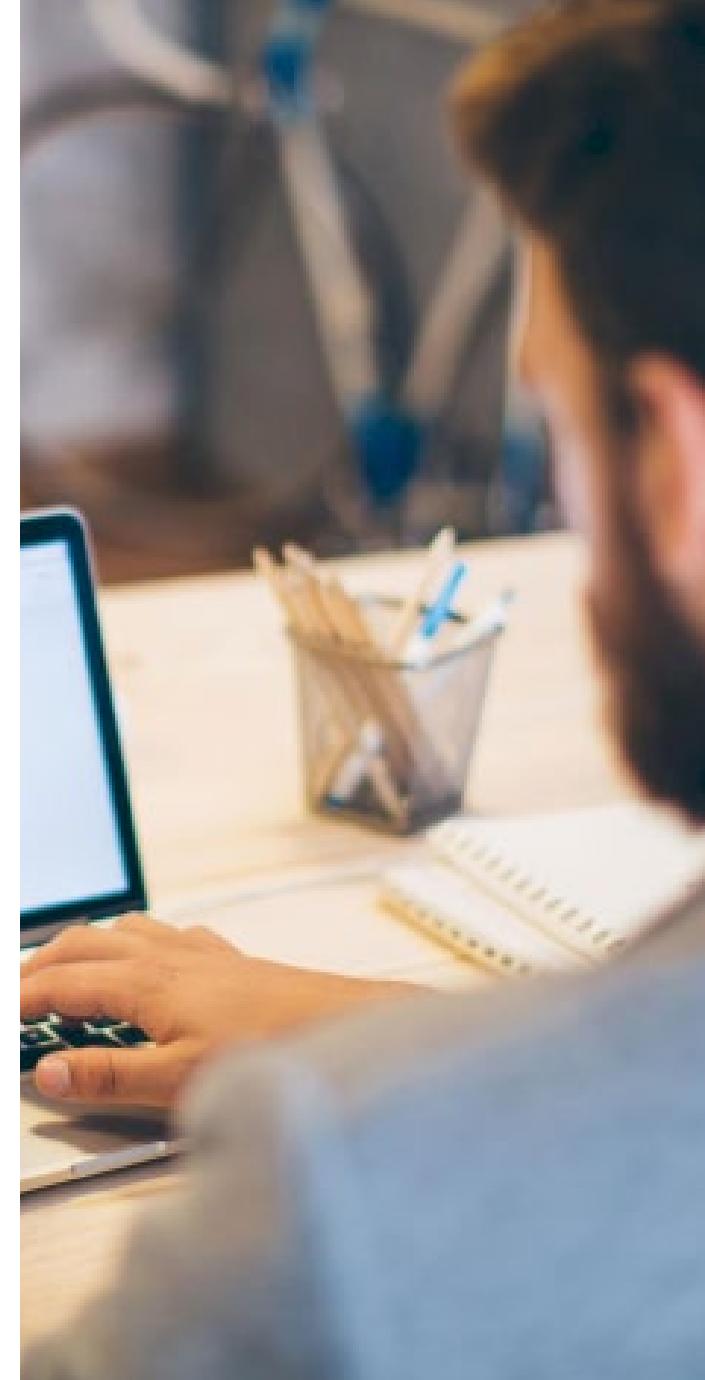
Camelot ITLab GmbH
Mannheim, Germany

Industry
Professional
Services

Employees
1,800

Featured Solutions and Services
SAP Learning Hub

THE BEST RUN





United VARs members can now gain new skills in real time, helping them deliver **state-of-the-art consultancy**

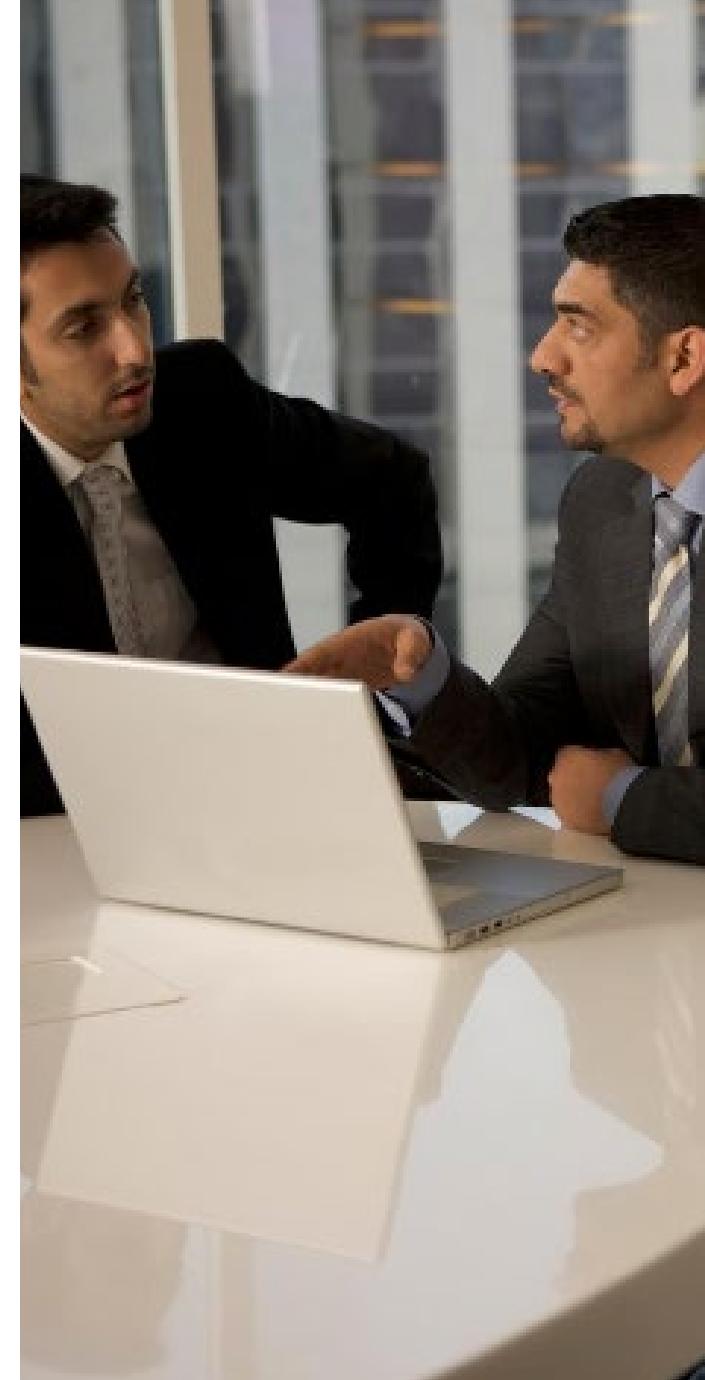
United VARs LLP is the leading alliance of SAP solution providers with an overall global coverage. To stay ahead of the technology curve and be market leaders for SAP software implementations, United VARs members must be continuously enabled with the latest SAP software skills and knowledge. They needed a solution that would facilitate real-time enablement and proficiency to help them stay current with the most recent innovations across the entire SAP software landscape.

With the **professional edition of SAP Learning Hub**, members of United VARs, a global alliance of SAP channel partners, benefit from:

- Immediate, 24x7 access to a digital learning platform with the latest SAP software training content, including self-paced e-learning courses and live sessions with SAP experts
- Continuous learning with an average of 1.5 courses accessed per month and participation in 99% of the SAP Learning Rooms provided
- Guidance on the best route to solution proficiency with the visual Learning Journey guide, offering an integrated view of all relevant training materials with recommended paths to competency
- A single resource for enablement of more than 800 learners that enhances United VARs' educational offerings and spans more than 15 SAP solution areas
- Enablement helping their clients become an intelligent enterprise

“We needed **an enablement solution as agile as our consultants**. The professional edition of SAP Learning Hub helps our members build their skills and stay current by providing 24x7 access to the latest educational content and a whole community of learners.”

Alexander Herfort, Head of Business Development, United VARs LLP



Overview

Table of Contents

Agribusiness

Consumer Products

High Tech

Higher Education

Mill Products

Oil and Gas

Professional Services

Retail

Utilities

Wholesale Distribution

Share Your Story



United VARs LLP
Filderstadt, Germany

Industry
Professional Services

Consultants
>10,000

Revenue
US\$2 billion

Featured Solutions and Services
SAP Learning Hub

THE BEST RUN





IBM GBS GCG enables **personalized, localized, anytime learning** that helps its people stay up to date on SAP solutions

Digital transformation is more than a high-level business concept in China – it’s a reality. From initiatives such as “Made in China 2025” to “Internet Plus,” China is undergoing tremendous change. To keep pace with this momentum, IBM Global Business Services China (IBM GBSGCG) is dedicated to offering best-in-class consulting services that help ensure customer success. Its challenge is to keep consultants where they are needed most – at customer sites – while requiring them to stay current with continually advancing technology. IBM GBS GCG needed a top-notch learning platform with anytime, anywhere access to training tools and materials to help ensure every project is a success.

IBM GBS GCG uses **SAP Learning Hub** to enhance consultant knowledge of SAP solutions, resulting in:

- 81% lower external average training cost per consultant (versus traditional offerings)
- Lower cost of training scheduling with the guidance of clear learning paths for specific solutions
- Eight times more training participants covered (versus traditional offerings)
- 11% higher active learner rate, thanks to a company-specific adoption plan
- A user satisfaction rating of 8.8 out of 10 for a pilot course on SAP S/4HANA®
- Greater flexibility and accommodation of a dispersed workforce with fragmented learning times, thanks to immediate and easy access to a modern platform for social learning, peer collaboration, and self-study
- An integrated view of all relevant training material through visual Learning Journey guides that illustrate recommended paths to competency
- Deeper understanding of training materials with 24x7 access to training content, including self-paced e-learning courses, e-books, videos, live sessions with SAP experts, and collaborative SAP Learning Rooms
- Greater passion for learning sparked by a Greater China learning room featuring localized content and events

“The blended learning approach of SAP Learning Hub has enabled our consultants to upskill their knowledge of SAP solutions under the guidance of virtual sessions provided by top-quality professional trainers. **It’s a huge benefit to us – and to our clients.**”

Yuhui Liu, Learning Consultant, IBM Global Business Services China



Overview

Table of Contents

Agribusiness

Consumer Products

High Tech

Higher Education

Mill Products

Oil and Gas

Professional Services

Retail

Utilities

Wholesale Distribution

Share Your Story



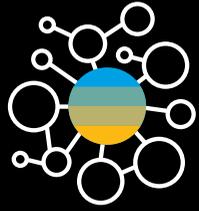
IBM Global Business Services China
Shanghai, China
www.ibm.com

Industry
Professional Services

Employees
10,000

Featured Solutions
SAP Learning Hub, SAP Learning Rooms, and Learning Journey guides





With tailored e-learning, consultants at HCL **improve productivity by 10% to 20%** and free up more time to focus on clients

Enterprises around the world count on next-generation support from HCL Technologies Limited to reimagine their businesses for the digital age. By bringing its world-renowned management philosophy, a strong culture of invention, and a relentless focus on service, HCL has unique skills to help clients thrive. Part of this is working as an SAP partner for Internet of Things (IoT) technology deployment and adoption – requiring HCL consultants to stay on top of ever-evolving SAP technology innovations. To improve its productivity, HCL needed a single online platform for all its SAP software learning and training needs.

With **SAP Learning Hub**, consultants at HCL now have:

- 24x7 online access to a wide array of training and enablement from SAP offerings – all in one place
- Faster access to training materials and documentation
- Convenient and flexible learning that can accommodate individual schedules
- Lower average costs per training
- The ability to evaluate new SAP products, as well as quarterly updates and new features
- Guidance to develop the skills needed to support clients with the SAP Internet of Things solution and other
- SAP technologies

“HCL consultants are maximizing their learning time and productivity through intuitive, easily accessible training. Now, with SAP Learning Hub, they’re bringing **greater value to the customer and our company.**”

VP, SAP Practice Head, HCL Technologies Limited



HCL

HCL Technologies Limited
Noida, India
www.hcltech.com

Industry
Professional Services

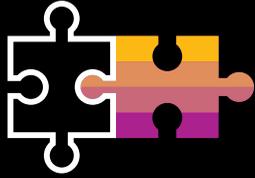
Employees
>147,000

Revenue
US\$9.3 billion

Featured Solutions
SAP Learning Hub and
SAP Education offerings

THE BEST RUN





ROFF gives consultants a flexible and comprehensive learning platform to build the skills they need to **help clients succeed**

Implementations, support, consulting, outsourcing, training – when it comes to SAP software systems, companies across Europe rely on ROFF. So as SAP technology continues to evolve, it is critical for ROFF that its consultants keep up with all of the latest developments. However, classroom-based training is expensive and not always possible – often requiring travel – not to mention the effort needed to maintain consistent learning materials. ROFF needed a digital learning platform that could give consultants the flexibility to learn on their own schedule and build up their skills as quickly as possible.

SAP Learning Hub provides ROFF with a cost-effective way to keep consultants up to date on changing requirements and maximize their SAP software skills, thanks to:

- 100% faster access with unlimited, 24x7 availability of content and materials in the cloud, allowing on-demand learning, anytime and anywhere
- Lower total cost of ownership, including significant cost reductions per learner, saving the company €872,121 over one year – a 729% ROI
- Double the amount of training per consultant
- Collaborative and social learning that allows expert-to-learner and peer-to-peer communication
- Exam preparation materials for SAP software certifications

“SAP Learning Hub is the perfect tool for training consultants in a way that is faster and guarantees that they can learn at their own pace. Today, we are spending **less effort on training with better results**, which is critical to guarantee the best support for our clients.”

Isabel Mota, Training Manager, ROFF



Overview

Table of Contents

Agribusiness

Consumer Products

High Tech

Higher Education

Mill Products

Oil and Gas

Professional Services

Retail

Utilities

Wholesale Distribution

Share Your Story



ROFF
Lisbon, Portugal
www.roffconsulting.com

Industry
Professional Services

Employees
1,200

Revenue
€79 million

Featured Solutions and Services
SAP Learning Hub





Southern Cross Computing empowers consultants with training and certifications to help them **better serve government clients**

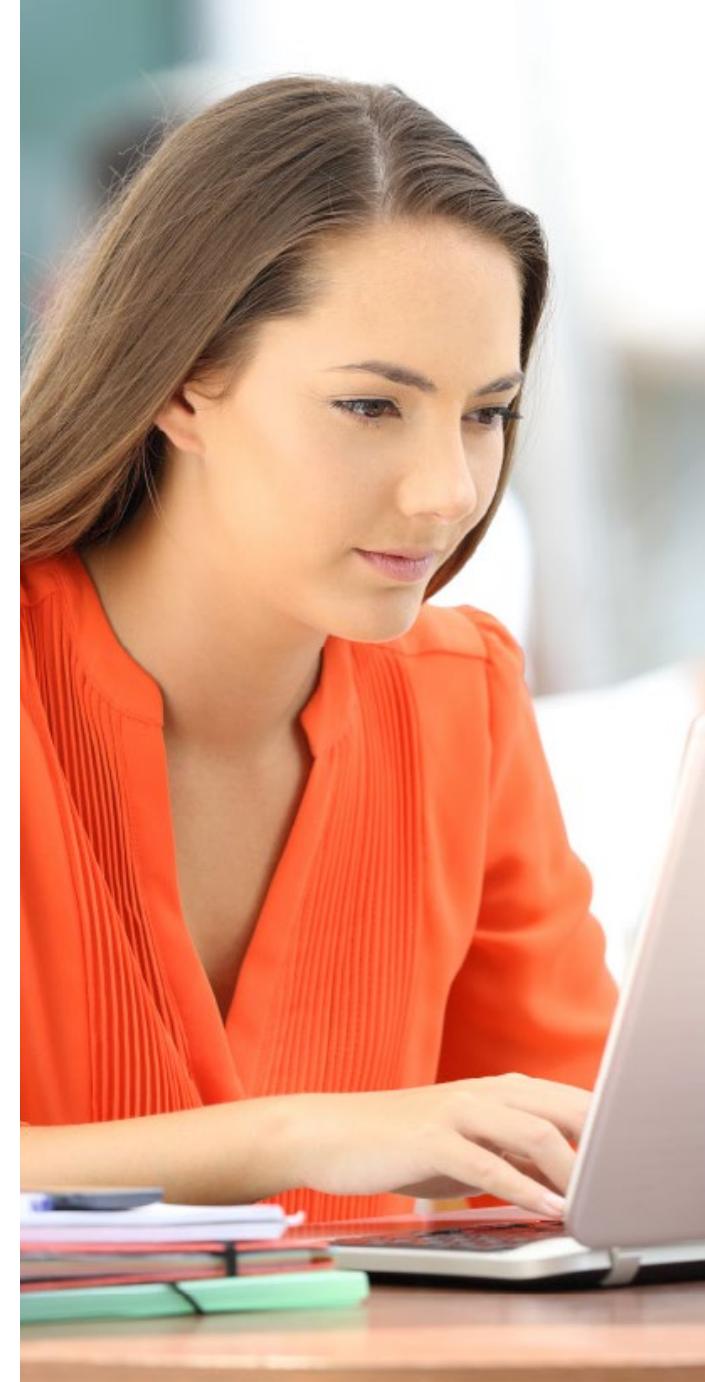
Southern Cross Computing (SCC) – a division of FinXL IT Professional Services Pty Ltd. – is one of the largest and most established SAP partners in Australia. From technical discovery and systems to project management and support, SCC consultants work tirelessly to help clients make the most of their SAP software investments. But with little extra time to keep up to date with the latest technology innovations and certificate requirements, SCC consultants needed a way to incorporate continuous learning into their busy schedules. It was time for a flexible, cloud-based learning solution.

With cloud-based SAP Learning Hub, Southern Cross Computing keeps consultants up to date on changing SAP software requirements by:

- Providing on-demand, anywhere access to training resources
- Delivering a cost-effective way to stay on the cutting edge of intelligent innovations and keep pace with rapidly evolving product capabilities
- Giving consultants access to a wide range of up-to-date learning content to support customer needs as they arise, regardless of their previous level of expertise
- Making it possible for consultants to earn SAP PartnerEdge® program certifications and other SAP certifications when it is convenient for them
- Reducing training costs per consultant by nearly eliminating off-site training courses

“SAP Learning Hub has made it easier for us to **maintain our certification requirements** for the SAP programs and software. It has allowed us to almost completely eliminate the need for off-site training courses.”

Marcia McKinnon, SAP Services Manager, Southern Cross Computing, a Division of FinXL IT Professional Services Pty Ltd.



Overview

Table of Contents

Agribusiness

Consumer Products

High Tech

Higher Education

Mill Products

Oil and Gas

Professional Services

Retail

Utilities

Wholesale Distribution

Share Your Story



Southern Cross Computing
Canberra, Australia
www.finxl.com.au

Industry
Professional
Services

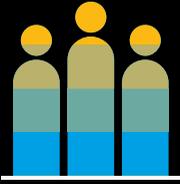
Employees
140

Revenue
US\$19 million

Featured Solutions and Services
SAP Learning Hub

THE BEST RUN 





Wise Consulting embraced a modern learning platform to keep its people in sync with advanced digitalization technologies

Guiding enterprises through digital transformation, Shanghai Wise Consulting Co. Ltd. (Wise Consulting) is an SAP partner and one of the leading domestic consulting and delivery teams in China. Seeking to achieve continuous growth in a fast-expanding market, the company needs to ensure its consultants remain certified and knowledgeable across the latest SAP solutions. To support this goal, Wise Consulting sought to adopt a digital learning platform to keep its consultants up to date with SAP technologies despite having limited time for traditional classroom training.

To help ensure its consultants' skills and competencies in SAP technologies are up to date, Wise Consulting used SAP Learning Hub, gaining:

- A flexible and effective learning methodology and tools for SAP software and solutions
- Anytime, anywhere access to training content, supporting its users with fragmented learning opportunities – tripling the number of consultants acquiring critical skills compared to traditional classroom training
- Access to various innovative learning formats such as Learning Journey guides, e-books, SAP Learning Rooms, and peer collaboration – helping its people complete the professional development path for SAP solutions and raising user satisfaction to 100%
- Locally customized learning resources and expert sessions, increasing user engagement by 20%
- Savings on training costs, reducing the overall training investment by 20%

“Benefiting from the flexibility and scalability of the **blended learning offerings** from SAP, consultants at Shanghai Wise Consulting maximize their knowledge of and skills in SAP technologies, leveraging virtual expert sessions through SAP Learning Hub.”

Webber Xu, VP, Shanghai Wise Consulting Co. Ltd.

Overview

Table of Contents

Agribusiness

Consumer Products

High Tech

Higher Education

Mill Products

Oil and Gas

Professional Services

Retail

Utilities

Wholesale Distribution

Share Your Story



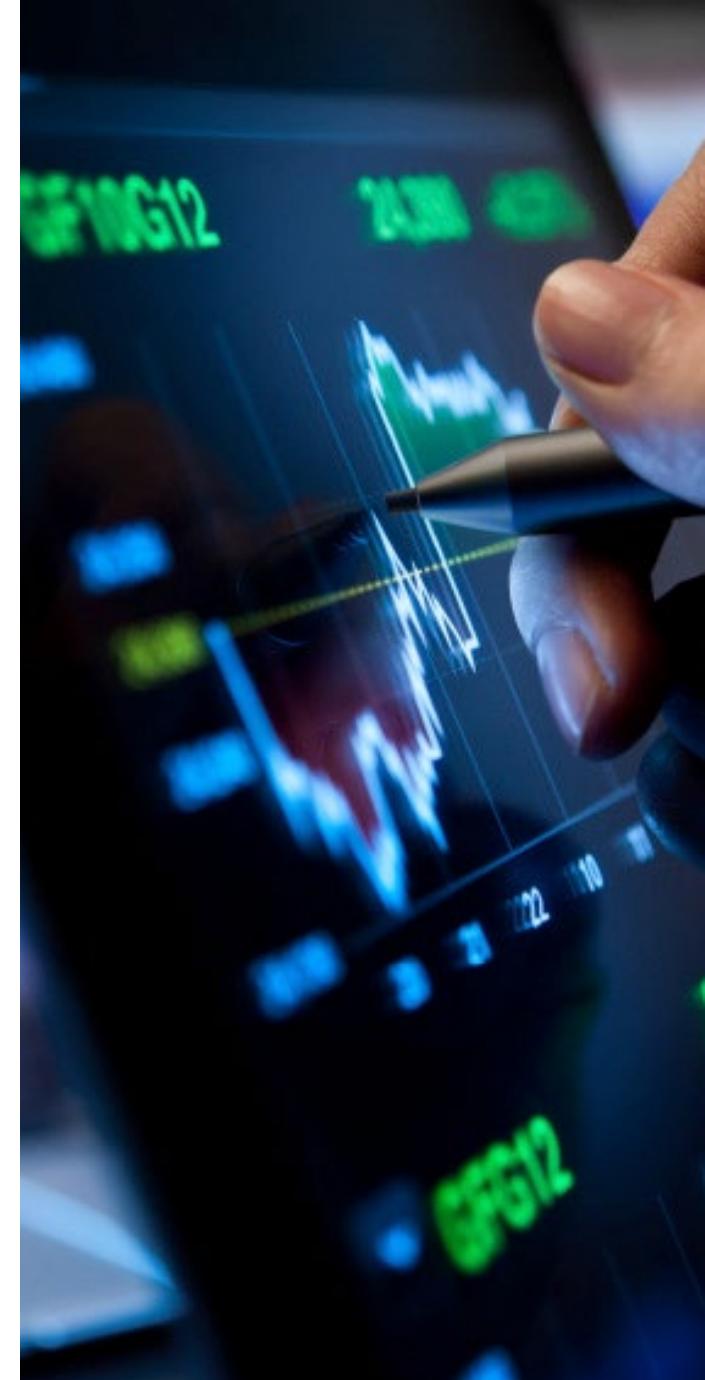
Shanghai Wise Consulting Co. Ltd.
Shanghai, China
www.wise-consult.com (Chinese)

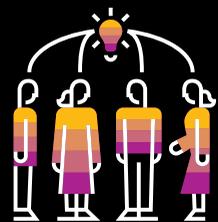
Industry
Professional
Services

Employees
163

Featured Solutions and Services
SAP Learning Hub

THE BEST RUN 





Rizing promotes a culture of learning, equipping its people with an advanced **digital learning platform to acquire critical skills**

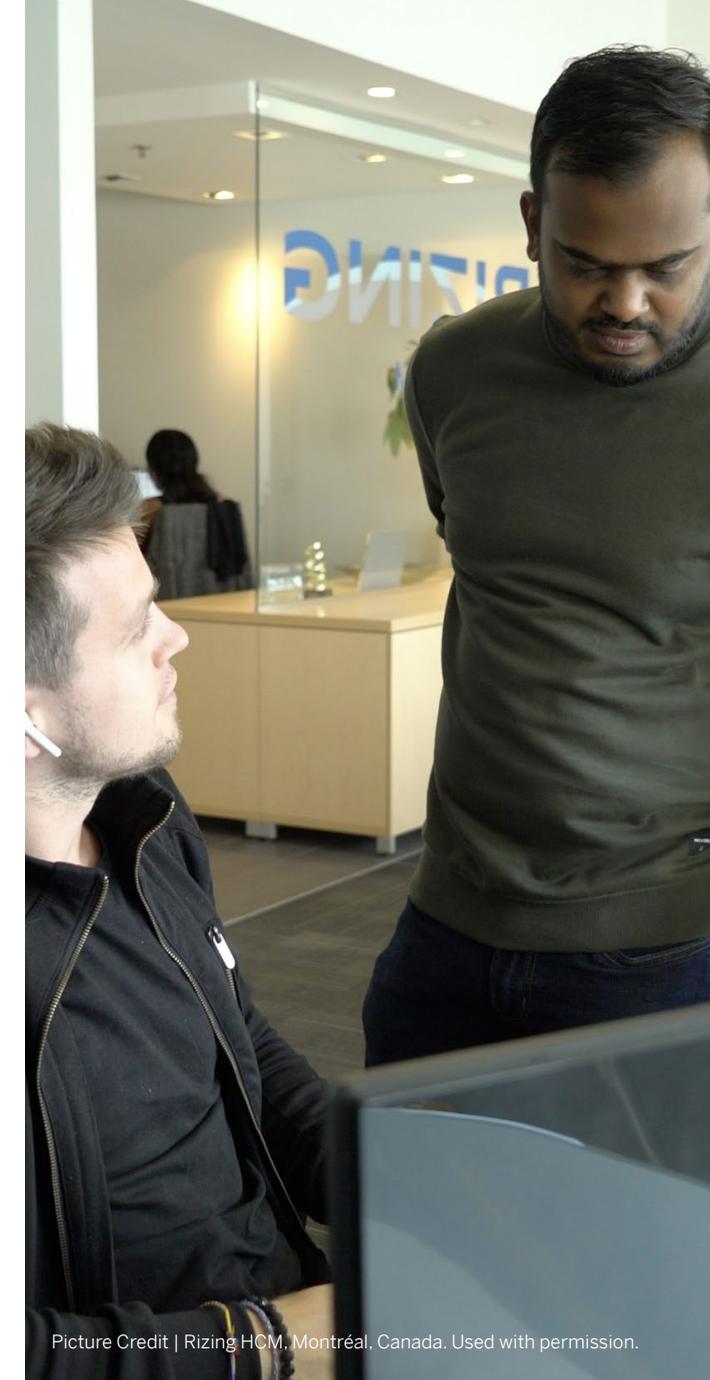
Guiding businesses through HR transformation, Rizing HCM is a specialized human capital management consultancy within the global professional services firm Rizing LLC. As an SAP partner, the firm has deep industry experience and expertise in SAP technologies. To help customers maximize their investments in sophisticated HR applications, it's important that Rizing HCM ensures its people are always attuned to constantly evolving HR technology. Committed to supporting a culture of learning, Rizing HCM equipped its people with access to a comprehensive digital learning platform. The goal? To help its consultants maintain their certifications, gain new skills, and learn at their own pace.

Rizing HCM gives its consultants access to SAP Learning Hub to help them stay up to date on the latest innovations from SAP SuccessFactors solutions, helping the firm:

- Maintain scores of professional certifications in SAP SuccessFactors solutions across the globe and build its reputation as a leader in designing and implementing world-class human capital management solutions
- Offer individualized training to support its people in becoming proficient with SAP SuccessFactors solutions
- Grow its reputation as an employer of choice by offering comprehensive professional development opportunities – helping it attract and retain highly skilled talent
- Enable its employees to complete training requirements and engage with learning activities when it suits their schedules, thanks to on-demand learning materials
- Take advantage of online training content for multiple roles and Learning Journey guides for new consultants,

“With the SAP Learning Hub, our consultants get the specialized training they need to be certified in SAP technologies. This helps them **lead complex implementations and confidently guide our customers**, providing significant value to HR transformations.”

Luc Hédou, CEO, Rizing HCM



Picture Credit | Rizing HCM, Montréal, Canada. Used with permission.



Rizing HCM
Montréal, Canada
www.rizing.com/hcm

Industry
Professional Services

Employees
850

Revenue
US\$145 million

Featured Solutions and Services
SAP Learning Hub



Overview

Table of Contents

Agribusiness

Consumer Products

High Tech

Higher Education

Mill Products

Oil and Gas

Professional Services

Retail

Utilities

Wholesale Distribution

Share Your Story





1218 Global HR Solutions relies on on-demand access to learning content to keep consultants compliant with the SAP ecosystem

Companies around the world rely on 1218 Global HR Solutions consultants as they adopt, implement, and manage strategic deployments of SAP SuccessFactors solutions. To keep pace with rapidly advancing technology, these consultants must hone their analytical skills, product knowledge, technical expertise, and leadership continually to help clients migrate, implement, and upgrade their HR software. To deliver maximum performance, 1218 Global HR Solutions sought a comprehensive platform with extensive e-learning capabilities, accessible anytime, anywhere.

As a long-term SAP partner, 1218 Global HR Solutions trains its consultants with SAP Learning Hub to:

- Increase their capabilities as trusted advisors for customers of SAP SuccessFactors solutions
- Gain certification and compliance with SAP partner requirements
- Upskill expertise across all SAP SuccessFactors solutions to deliver strategic business consulting for HR operations
- Provide necessary skills to support digital transformations of HR processes, both on premise and in the cloud
- Advance individual developmental goals while achieving new levels of competence and expertise in specific HR focus areas
- Offer unparalleled expertise in SAP SuccessFactors solutions thanks to direct access to instructor resources, hands-on experience with the solutions, and Q&A sessions, all made possible through SAP Learning Hub

“Our consultant teams have **built up unparalleled expertise** in SAP SuccessFactors solutions thanks to SAP Learning Hub. Our customers count on us to provide the services they need for dynamic, transformative HR implementations, and we deliver.”

Shantanu Singh, Delivery Manager, SAP SuccessFactors Solutions, 1218 Global HR Solutions



Overview

Table of Contents

Agribusiness

Consumer Products

High Tech

Higher Education

Mill Products

Oil and Gas

Professional Services

Retail

Utilities

Wholesale Distribution

Share Your Story



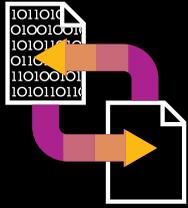
1218 Global HR Solutions
Dallas, TX
www.1218globalhrsolutions.com

Industry
Professional Services

Employees
200

Featured Solutions and Services
SAP Learning Hub





DXC updated its training program to help staff consultants master and deploy the **latest cloud solutions from SAP**

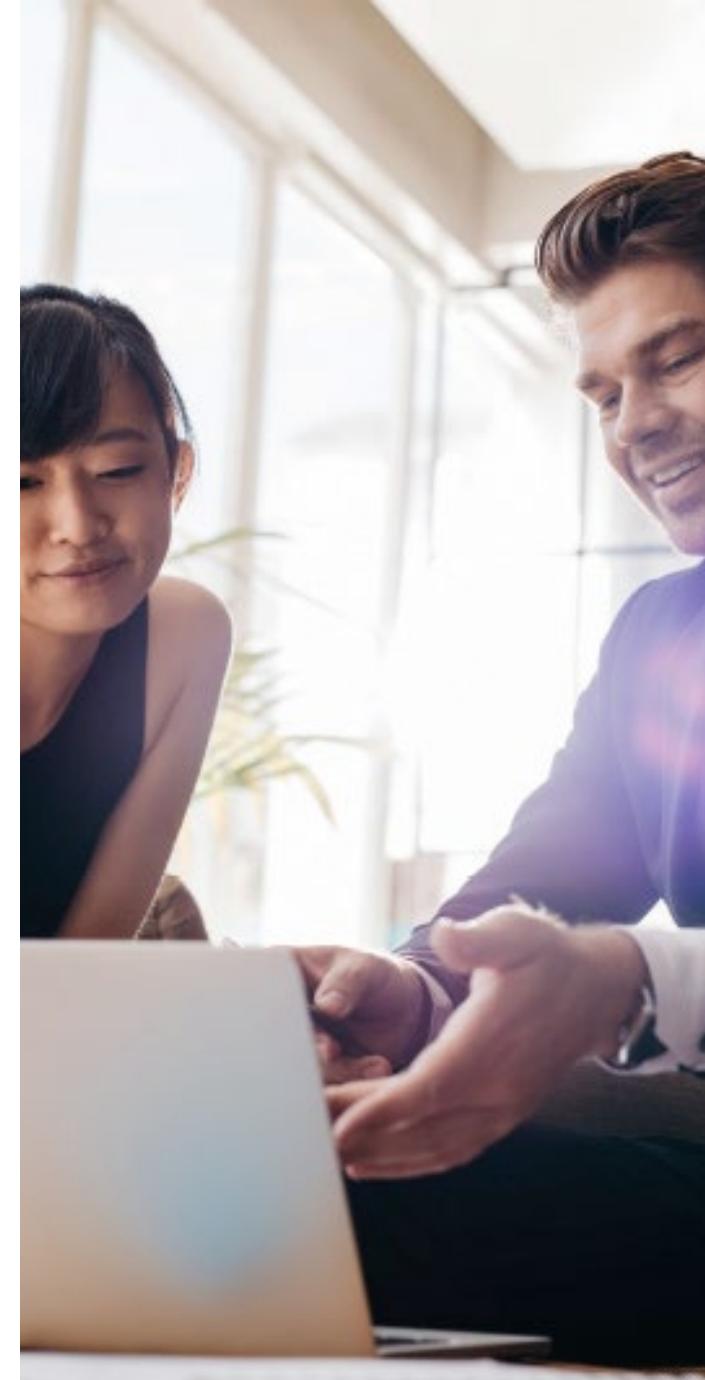
DXC Technology Company – built from the services branches of Hewlett Packard Company, Electronic Data Systems, and Computer Sciences Corporation – is among the world’s leading independent IT services firms. It helps clients across industries transform enterprise IT operations, security systems, data management, and analytics to ensure continued success. DXC prioritizes sustainability through diverse philanthropic initiatives and collaboration through a 200-member partner network. To boost employee engagement and professional growth, it just embarked on a program to certify consultants in top enterprise software solutions.

The implementation team for **SAP Learning Hub** helped DXC Technology Company:

- Certify 409 consultants in cloud solutions from SAP during the second year, quadrupling the existing count
- Standardize learning, so that all participants follow a specific minimum set of learning journeys
- Identify which additional learning journeys should be assigned to each DXC consultant
- Run biweekly calls for program owners to discuss best practices and engagement strategies
- Offer consultants webinars run by SAP experts and set up communities of practice to exchange ideas
- Review the progress of the program in quarterly business reports
- Deliver a monthly newsletter describing updates to SAP Learning Hub and listing the schedule for live sessions
- Have a way to alert managers when consultants are falling behind on timelines for completing their learning journeys
- Demonstrate to clients that it has certified, credible, skilled people that can help with their digital transformations
- Support a 16% growth in digital revenue

“Using the full scope of SAP Learning Hub and partnering with SAP to **design and implement a new learning program** has delighted our customers, our SAP professionals, and our bottom line.”

Global SAP Lead, DXC Technology Company



Overview

Table of Contents

Agribusiness

Consumer Products

High Tech

Higher Education

Mill Products

Oil and Gas

Professional Services

Retail

Utilities

Wholesale Distribution

Share Your Story



DXC Technology Company
Tysons, Virginia
www.dxc.technology

Industry
Professional
Services

Employees
130,000

Revenue
US\$20.8 billion

Featured Solutions and Services
SAP Learning Hub





Migros uses SAP software to give employees the customized training they need to grow and perform at their best

Leading Swiss retailer Federation of Migros Cooperatives serves customers through a wide range of operations, from supermarkets and shopping centers to restaurants and fitness centers. Migros puts sustainability at the center of its strategy and mission, and as it continues to promote innovation and responsible business practices, the company also wants to help employees perform at their best. To make this happen, Migros needed to give employees in various roles access to guidance and information that could help them learn, develop their skills, and improve their performance and efficiency.

Federation of Migros Cooperatives used the SAP Enable Now solution to create its custom employee training and development support solution, M-Help, with assistance from partner KnowX. Migros is now able to:

- Provide employees across the organization with a single source and a simple, user-friendly way to find the documentation and content they need and to learn while they work
- Create, edit, and distribute enablement assets, including documentation, manuals, and performance support
- Ensure materials are kept up to date and accurate
- Provide enablement services in German, French, Italian, and English
- Enhance employee development, adaptability, and satisfaction
- Scale to meet expanding business demand and use

“Thanks to our M-Help solution, which is based on SAP Enable Now, our employees from different departments and professions, with different languages and skill levels, can **efficiently target and find the content they need.**”

Andi Salm, IT Training Expert, Federation of Migros Cooperatives



Overview

Table of Contents

Agribusiness

Consumer Products

High Tech

Higher Education

Mill Products

Oil and Gas

Professional Services

Retail

Utilities

Wholesale Distribution

Share Your Story

MIGROS

Federation of Migros Cooperatives
Zürich, Switzerland
www.migros.ch/de.html
(German)

Industry
Retail

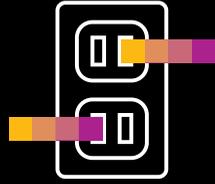
Employees
106,622

Revenue
CHF 28 billion
(US\$28 billion)

Featured Solutions and Services
SAP Enable Now solution

THE BEST RUN





Improving the employee user experience with SAP solutions

Arizona power and water utilities company Salt River Project (SRP) uses **SAP User Experience Management (SAP UEM) application by Knoa** to improve the employee experience with its SAP applications. Now user analytics are helping to ensure that employees are adopting and using the SAP software correctly.

Before: Challenges and Opportunities

- Gain visibility into SRP employees' interactions with SAP software to improve the user experience company-wide
- Gauge employee engagement with enterprise applications

Why SAP

- Extensive user analytics that provide full visibility into employee interactions with applications
- Transparency over every aspect of application use and workflows, helping to protect and maximize investments in SAP applications and upgrades
- Analysis of all user activities, providing insight into which business transactions have the most user activity, highest error rates, and longest response times

After: Value-Driven Results

- Identified the challenges applications pose and significantly reduced inefficiencies
- Identified screens that would benefit from proofs of concept for the SAP Fiori® user experience (UX) and SAPUI5
- Improved workflow by eliminating the need for employees to remember process steps to recreate system issues
- Enabled resolution of usability issues through training, business process modification, or a new application screen
- Gained means to confirm that employees are adopting the applications and using them correctly

“Until now, our system-support users had no way of knowing exactly how employees interact with SAP software. Now, with SAP UEM, our support teams are better equipped to **identify and resolve issues rapidly** and help improve the user experience.”

Gibbons Saint Paul, SAP Functional Solution Architect, Salt River Project

Better

User adoption of software

Full

Visibility into user-software interactions

Higher

Issue resolution



Watch the video to see how SRP uses SAP UEM to improve user adoption and experience.



Salt River Project
Tempe, AZ
www.srpnet.com

Industry
Utilities

Products and Services
Electricity and water – generation, transmission, and distribution services, as well as metering and billing services

Employees
5,186

Revenue
US\$3 billion

Featured Solutions
SAP User Experience Management by Knoa



Overview

Table of Contents

Agribusiness

Consumer Products

High Tech

Higher Education

Mill Products

Oil and Gas

Professional Services

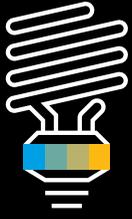
Retail

Utilities

Wholesale Distribution

Share Your Story





AES deployed key metrics to help **create one global enterprise platform** that better meets growing energy demand

AES Corporation is a Fortune 500 company that generates and distributes electricity globally. To meet growing demand, the organization knew it needed to develop one consolidated enterprise system combining all legacy platforms. But all-important data, such as user transaction and performance metrics, was embedded deeply in several aspects of the enterprise environment, complicating this effort. AES needed a cutting-edge analytics application to help define migration priorities, isolate existing redundancies, and enforce standards across the new system, all throughout the migration process.

To optimize the migration of its new platform running SAP S/4HANA on SAP HANA Enterprise Cloud, AES Corporation used the SAP User Experience Management application by Knoato:

- Measure the use of both standard and custom transactions in the environment of its legacy SAP ERP application environment to determine what functionality needed migration to the new platform
- Isolate functionalities that could be eliminated from the migration scope, based on their low utilization level
- Identify the most frequently accessed transactions to fine-tune its training program ahead of launch
- Analyze performance metrics from the user-acceptance-testing cycle to compare transaction performance between the new environment and legacy system to quantify improvements made
- Leverage the error-detection capability to identify in real time any new issues introduced to the new environment, and reduce time to resolution by quickly isolating the root cause of each issue
- Track user adoption of the new system running SAP S/4HANA to proactively uncover and address any adoption gaps

“Thanks to SAP User Experience Management by Knoa, we could migrate with absolute confidence and consolidate our systems into one as efficiently as possible, **saving us time and money** as we did so.”

Guillermo Elizeche, IT Global Delivery Portfolio Manager, AES Corporation



Overview

Table of Contents

Agribusiness

Consumer Products

High Tech

Higher Education

Mill Products

Oil and Gas

Professional Services

Retail

Utilities

Wholesale Distribution

Share Your Story



AES Corporation
Virginia, United States
www.aes.com

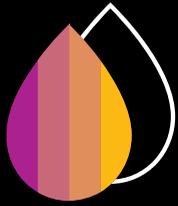
Industry
Utilities

Employees
10,500

Revenue
US\$11 billion

Featured Solutions
SAP User Experience Management by Knoa, SAP S/4HANA, and SAP HANA Enterprise Cloud





Sydney Water deployed ready access to rich multimedia learning materials, **driving success for every worker** – and the business

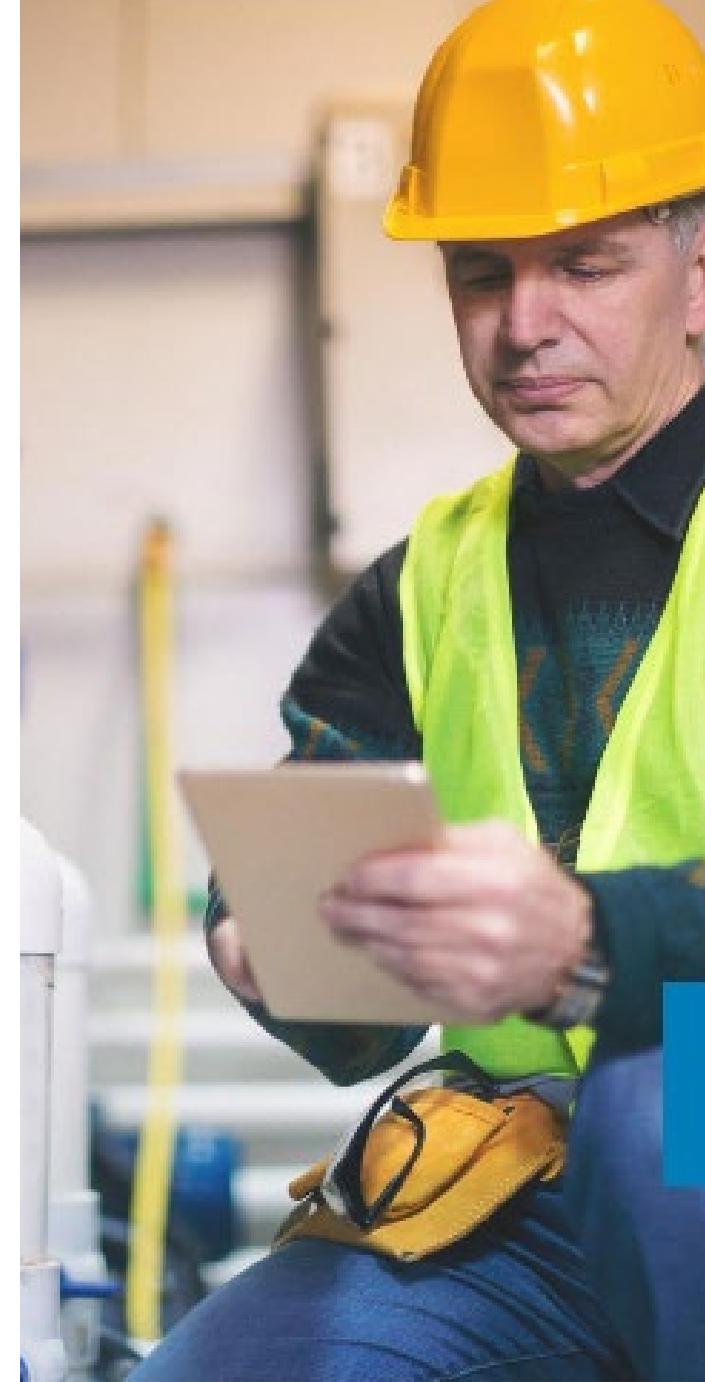
Sydney Water Corporation supplies water, wastewater, and stormwater services to more than five million people across Sydney, the Blue Mountains, and the Illawarra. Beyond keeping taps and showers running, Sydney Water is devoted to managing the health of the harbor, rivers, and beaches that are integral to the city’s cultural identity. And because business disruption can have catastrophic consequences, the company places a high value on proper employee training. To mitigate risk and boost professional development, Sydney Water recently sought to upgrade its learning management system.

The **SAP Enable Now** solution helped Sydney Water:

- Take advantage of customized cloud and desktop assistance during implementation
- Follow best practices for learning management processes synchronized with SAP Solution Manager
- Map the business process hierarchy to training as a first step in defining learning strategy
- Use existing classroom and policies and procedures content without rework
- Create new e-learning materials and learning labs
- Write sets of frequently asked questions, reference guides, work instructions, and data sheets
- Design an embedded contextual help system so workers can access support as they complete daily tasks
- Begin training four months before go-live, accommodating 120 participants daily
- Prepare 1,000 users to begin productive work right after go-live

“SAP Enable Now is helping us engage our people in a **culture of continuous learning**. They stay at the top of their game so that customers never have to experience gaps in service, and Sydney Water can continue to be the lifestream of our city.”

Head of Enterprise Solutions, Sydney Water Corporation



Overview

Table of Contents

Agribusiness

Consumer Products

High Tech

Higher Education

Mill Products

Oil and Gas

Professional Services

Retail

Utilities

Wholesale Distribution

Share Your Story



Sydney Water Corporation
Sydney, Australia
www.sydneywater.com.au

Industry
Utilities

Employees
2,500

Revenue
US\$1.8 billion

Featured Solutions and Service
SAP Enable Now solution





Lekkerland employees are **empowering themselves and the business** with self-service, workflow-integrated training

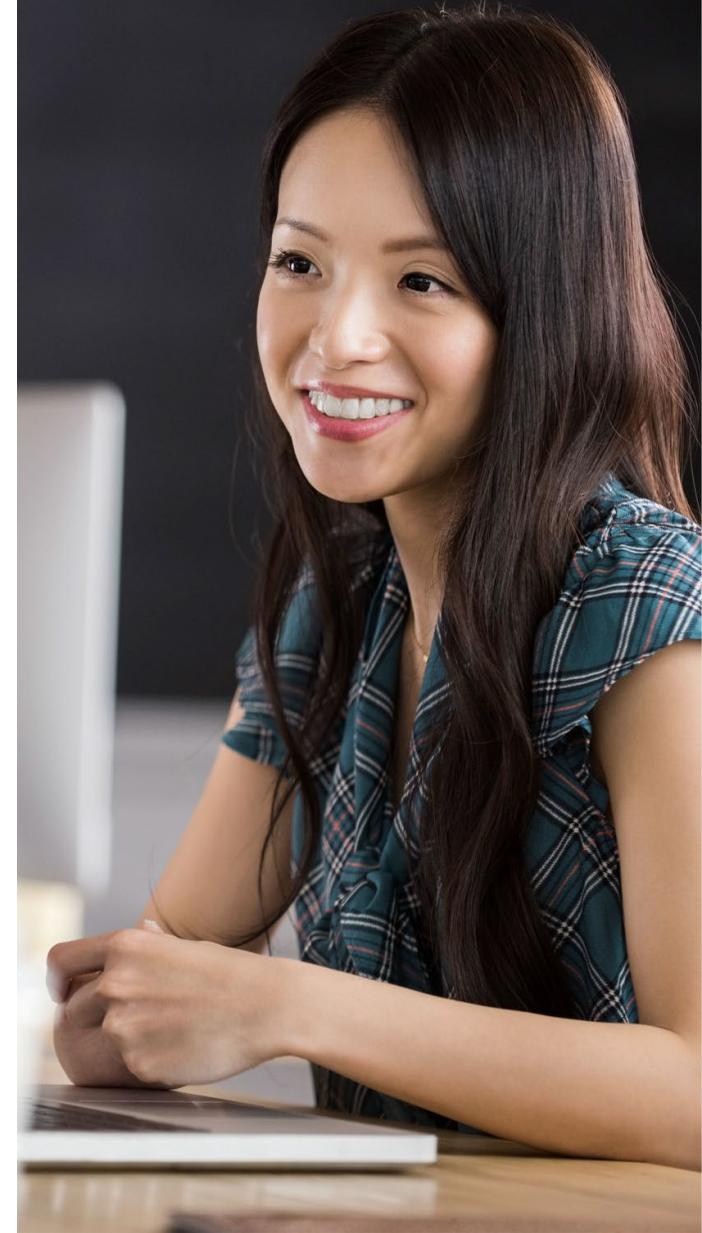
Lekkerland SE & Co. KG offers “convenience” to the thousands of convenience stores it supports across Europe. From food marts and department stores to gas stations and tobacco shops, the wholesaler supplies a complete and uniquely tailored range of consumer products to each location, including 60,000 retail outlets in Germany alone. Lekkerland relies on a large, talented workforce to execute its complex, high-speed wholesale operation. However, to stay fully responsive to its retail customers, it needed to improve the speed and reach of its workforce training program.

By deploying the cloud edition of the SAP Enable Now solution, Lekkerland is:

- Delivering in-context training to almost 2,000 employees and growing
- Leveraging the skills and knowledge of 150 key users to train its entire workforce
- Deploying self-guided, interactive learning to employees without live trainers
- Embedding in-context training within common applications such as Microsoft Word
- Saving external training costs by using internal expertise and documentation
- Establishing a single, shared training source that’s available to every employee with a single click

“SAP Enable Now gives our employees a **full range of training options that are in the context of our processes**. By using the solution’s desktop assistant for embedded training, our employees can get help without involving other busy employees.”

Werner Berghausen, Corporate IT Training, Lekkerland SE & Co. KG



Overview

Table of Contents

Agribusiness

Consumer Products

High Tech

Higher Education

Mill Products

Oil and Gas

Professional Services

Retail

Utilities

Wholesale Distribution

Share Your Story



Lekkerland SE & Co. KG
Frechen, Germany
www.lekkerland.com

Industry
Wholesale
distribution

Employees
4,900

Revenue
€12.78 billion

Featured Solutions and Service
SAP Enable Now, cloud edition



Share the story of your organization's success

Showcase your organization's success with SAP solutions in a written or video case study.

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Overview

Table of Contents

Agribusiness

Consumer Products

High Tech

Higher Education

Mill Products

Oil and Gas

Professional Services

Retail

Utilities

Wholesale Distribution

Share Your Story



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