



**Chelford Solutions
SAP Training Solutions**

HEWLETT PACKARD (SERVICES)

**IMPLEMENTING SAP TRAINING FULL PROJECT
LIFECYCLE SERVICES TO A GLOBAL AUDIENCE**



i n v e n t

HP have successfully trained over 10,000 users globally through utilising tools such as Virtual Classroom Training and SAP Tutor, an interactive training tool.

Chelford SAP Solutions devised a training strategy and successfully implemented this through the provision of a detailed project plan, templates and a strong Training Authoring Team.



For further information call Chelford SAP Solutions on 01256 685400 or email your enquiry to Marketing@Chelfordgroup.com

**Solarsoft House, Crockford Lane,
Basingstoke, Hants RG24 8WH
Telephone: 01256 685400**



CUSTOMER OVERVIEW

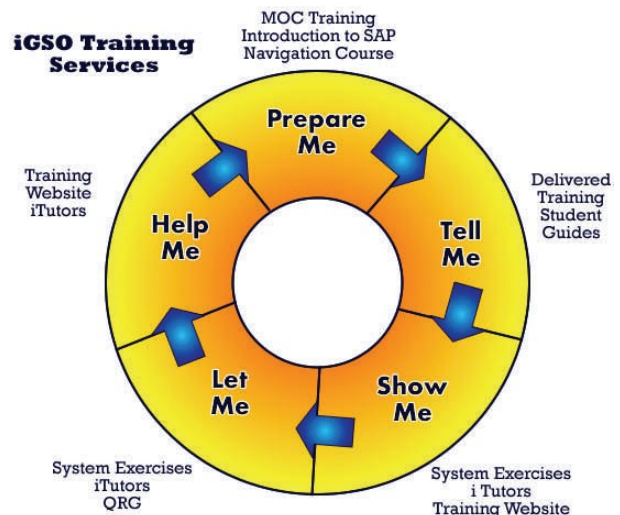
HP Services Worldwide represents a US \$12 billion-dollar global business with 65,000 HP services professionals across 160 countries. Their vision is to help HP as the industry leader in making the adaptive enterprise a reality for their customers. Their mission is to become the global leader in IT services by anticipating and delivering more of what enterprise customers demand—more accountability, more agility, and a better return on IT.

Located in Erskine, Scotland, the SAP Training Team is part of a virtual global team, responsible for WW business processes and systems training.

SAP ERP 2004 © is currently being rolled out worldwide to 10000+ end users.

TRAINING SERVICES

Chelford defined a Training Strategy that included full project lifecycle from Training Needs Analysis through to Evaluation



SUCCESS STORY

The Chelford Training team were all based in Erskine, Scotland and developed over 100 training courses in both SAP and other complimentary systems working remotely with HP Experts in EMEA, Americas and APJ. We facilitated training in over 70 countries utilising Virtual Classrooms. The project was managed end to end with milestones achieved on time and in budget. All courses developed were managed to HP transition ensuring version control.

Typical SAP Project Phases

End User Training
within this Phase



Standard Training

6 months



Scope; templates;
RTA; TNA;
Rough Schedule

Develop L0-L3
courses; reviews;
approvals

TTT; Scheduling;
Newsletters;
Delivery

Update courses;
refresher
training;

TRAINING DEVELOPMENT & DELIVERY: SERVICES AVAILABLE

Chelford SAP Training Services include any or all of the following activities in support of an implementation project or for an established SAP user base:

- ⚙ Training Project Lifecycle Management
- ⚙ Training Strategy definition;
- ⚙ Role Task Analysis;
- ⚙ Training Needs Analysis;
- ⚙ Course development
 - ⚙ MS Office;
 - ⚙ SAP iTutor;
- ⚙ Newsletters;
- ⚙ Notes for management briefings;
- ⚙ Surveys;
- ⚙ Scheduling;
- ⚙ Evaluating;
- ⚙ Reporting;
- ⚙ Intranet development

BENEFITS OF CHELFORD SAP TRAINING SERVICES

- ⚙ **Investment in end user training results in a significant increase in system effectiveness**
 - ⚙ Fewer data errors
 - ⚙ Fewer user errors
 - ⚙ Extended use of system features
 - ⚙ Fewer calls to the Help Desk
 - ⚙ Improved user satisfaction
- ⚙ **Increased user productivity**
- ⚙ **Reduced off-line workarounds**
- ⚙ **Increase overall system benefits** and project success
- ⚙ **Reduce reliance on external consultants**
- ⚙ **Build up in-house expertise** to make more effective use of SAP
- ⚙ The same **quality of training** is available for new staff
- ⚙ **Refresher training** for existing staff
- ⚙ **Self-learning facilities** reduce ongoing training costs
- ⚙ **Customised training** improves user acceptance
- ⚙ **Reduce delays** addressing user queries



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