LEADING BFSI COMPANY

CASE-STUDY



Customer

A member of a global banking group with over 150 years of history in dynamic markets, the customer offers a full spectrum of financial services in private and corporate banking in APJ region. Amid the ongoing implementation of SAP Ariba, there was a pressing need to train end users concurrently on the new cloud-based application.

The Challenges

- Build a large number of simulations and e-learning courses within a tight timeline for SAP Ariba processes.
- Build & deploy in-app assistance to support end users effectively.
- Limited expertise in using the SAP Enable Now tool for creating and delivering learning content.
- Ensuring comprehensive end-user training before the cloud application's go-live.

Strategic Response

- Develop a content- building strategy to ensure rapid content delivery in various output formats
- Build and deploy performance support for providing help at the moment of need
- Deliver SAP Enable Now training to ensure a skilled customer team for future content development

Result

- Seamless Business As Usual (BAU) achieved by aligning business roles with end-user training needs.
- Relevant and reusable training content delivered, accessible via a unified platform for end users.

Conclusion

This case study illustrates Dexler's end-user consulting capabilities, where we applied a hybrid onsite and offshore delivery model across different project phases to offer a flexible learning solution that aligned with the customer's requirements.

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