LEADING OIL AND GAS COMPANY

COMPANY CASE STUDY

INTRODUCTION

COMPANY OVERVIEW

India's leading Oil & Gas exploration company, contributing 77% of the nation's crude oil and 81% of its natural gas production, and recognized as its most valuable public sector enterprise serving several countries in the APJ region.

CHALLENGE

The company implementing SAP systems needed to train over 33,000 employees and develop detailed end-user content to facilitate a seamless transition while safeguarding critical business information. A web-based platform was essential to ensure global access to learning materials and minimize administrative and support costs.

OBJECTIVES

The primary objectives of our transformation initiative were to:

- Align business roles with training needs, ensuring continuity in Business-As-Usual (BAU) operations
- Create reusable end-user content, enabling a continuous learning process for improved efficiency and scalability.
- Deliver training to 33,000+ end users, supporting their transition to SAP with ease.
- Ensure seamless SAP adoption while minimizing post-go-live support costs.



STRATEGY AND IMPLEMENTATION

STRATEGIC APPROACH

To address these challenges, Dexler, developed a multi-faceted learning strategy that included:

- Role-based training deployment
- Content Portal for continuous learning
- Post-go-live support and monitoring



KEY INITIATIVES

The key initiatives implemented by our team provided the following value to the customer.

- Developed 1,500+ simulations and 50 courses tailored to specific business processes
- Designed and launched a user-friendly website to host training materials, accessible from any location via web browser.
- Reduce support tickets costs by 60%

CONCLUSION

This case study highlights Dexler's expertise in managing large-scale SAP projects, delivering exceptional learning solutions, and providing continuous support for sustained success.

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