

SAP Implementation

Business Change Consulting and Training - Multinational Chemical Company

The Challenge

To implement SAP and re-engineer business processes across a global organisation operating customer service, logistics and manufacturing sites.

Outcome

The roll-out was successfully completed across the USA, Europe and Asia and our client continues to enjoy increasing cost and efficiency savings.

SkillSet Approach

Our client had embarked on an ambitious programme to re-engineer their business processes and implement SAP across more than 30 sites worldwide.

SkillSet was engaged to assist in two key areas: change management consultancy and training.

Our scope included:

- **Change strategy and planning.**
- **Stakeholder analysis and management to overcome blockers and leverage supporters**
- **Change awareness seminars for key stakeholders**
- **Development and delivery of training courses – focused on process and role**
- **Training team management for multinational roll-out**
- **Deskside support for end-users to address process and system issues after go-live**
- **Ongoing training and workshops for new starters and those changing roles**
- **Attitude metrics to monitor change readiness and ensure success of change strategies**

Following the implementation we were retained to provide ongoing training for new starters, upgrades and skill enhancement.

We are also considered as process experts and are instrumental in ongoing process improvement exercises.