

# Swift Adoption of Business Systems Upgrade (SAP)

## PulseLearning Professional Services

### THE CHALLENGE

The client needed to ensure the rapid and accurate adoption of new and modified internal business procedures in their upgrade of SAP. In an effort to radically remake their processes into more efficient and effective standards, they instituted a customized version of SAP covering their worldwide operations. Each SAP upgrade for this client involves ten thousand learners or more. The client required each task or topic to be presented in a separate learning object to make it easy for learners to find the exact help they need while working.

### THE SOLUTION

**PulseLearning** integrated professional services consultants within CA's Chief Learning Office. **PulseLearning** instructional designers (IDs), working side-by-side with CA IDs, partnered with CA subject matter experts (SMEs) to determine the breadth, depth, sequence and logical chunks of content to be taught. Where possible, content was leveraged across several departments or functional areas for efficiency and consistency.

The blended learning strategy included live online training sessions (Webinar), eLearning modules (WBTs), demonstrations, practice simulations, recorded instructor-hosted sessions (ePresentation), booklets and quick reference guides. Training was optimized to provide support for individual learning styles while minimizing the duration learners would spend on training. Learning paths guided learners through a series of required and optional training relevant to their roles. Accurate and detailed keywording in the Learning Management System (LMS) enabled learners to find specific pieces of information or training on demand. This supported the learners in getting training just-in-time to support task completion on the job.

### THE RESULTS

- ▶ Learners were prepared for new tasks and changes to existing tasks before the new system went live.
- ▶ LMS implementation enabled assessment and tracking of learning.
- ▶ Innovative use of LMS digital signature features enabled tracking of employees' digitally signed agreements to follow policies.
- ▶ Object-oriented approach to development enabled rapid updates in the future — extending the shelf life of the training program.

### ENTERPRISE PROCESS IMPROVEMENT



*Blending the **PulseLearning** team with the CA learning team provided the exact extension of expertise CA needed to execute on this critical internal project. CA employees rapidly adopted the required policies and procedures, resulting in greater levels of compliance and efficiency for CA.*

### TECHNOLOGIES USED

- ▶ RWD InfoPak
- ▶ Plateau LMS
- ▶ SCORM 1.2 and 2004, AICC
- ▶ SAP

### CONTACT US

For more information on how our solutions can support your training initiatives, contact **PulseLearning** at:

Phone: 800 506 6035

Email: Sales@**PulseLearning**.com





#### ABOUT CA


CA Inc. is a global information technology (IT) management software company. CA helps companies manage IT in all environments — mainframe, distributed, virtualized and cloud — to become more productive and better compete, innovate and grow their businesses. CA applies decades of experience and innovation to develop and deliver software that integrates with other solutions to make a company's technology investments more valuable.

CA makes it possible for organizations to efficiently and securely take advantage of new technologies while managing existing ones. As computing environments become more complex, CA software simplifies IT management. Organizations can see, manage and secure data, information and IT assets regardless of the physical or virtualized platform, hardware or operating system, across on-premise and cloud-based environments.

CA works with the majority of the Forbes Global 2000, as well as government organizations and thousands of companies in diverse industries worldwide. Founded in 1976, CA serves customers in virtually every country in the world and reported fiscal year 2009 revenue of \$4.3 billion.

#### THE CONVERSATION CONTINUES

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#### ABOUT **PULSE**LEARNING

**PulseLearning** creates learning solutions that bring measurable business value to our clients. We achieve this through a high-energy, client-centric approach that combines excellence in people, process, partners, technology and innovation.

Known for our creative spirit and imaginative product design, **PulseLearning** focuses on designing customized learning solutions for our clients in regulated industries.

As an award-winning eLearning company, we have an established reputation for quality and responsiveness.

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