SAP

End-User Training

Optimum

Hello...

Are you upgrading or implementing an SAP system?

Any system, however complex or powerful, is simply a tool. It's the way in which it's used that brings the benefits - and that relies heavily on effective role-based staff training.

The best way to gain user buy-in and achieve full-user adoption, is to provide a programme of training which is developed on your customised system build. Delivered at the right time and in a way which is easily understood, this should be supported by clear training materials.

If you make your training too system-centric, too broad or too technical, you will have lost a key opportunity to gain early user buy-in from your staff.

Designing, developing and delivering bespoke SAP end-user training which incorporates the business processes is a specialist skill – a skill which Optimum possess.

By outsourcing the end-user training your project team can then concentrate on the core project.

Protect your investment in your SAP system... don't forget the training!

About Optimum

Optimum has extensive knowledge of SAP systems, having supported many complex implementations and upgrades across the globe.

We are a UK-based training specialist who has designed a highly cost-effective, flexible, worldwide service. This means we can support global system roll-outs across a variety of different industry sectors.

As a system-agnostic training company, we can provide bespoke end-user training programmes for the full family of SAP systems.

SAP ECC 6.0 ERP	SAP S/4HANA ERP
SAP Business ByDesign ERP	SAP C/4HANA CRM
SAP SuccessFactors	SAP Concur
SAP PLM	SAP SCM
SAP SRM	SAP Commerce Cloud (Hybris)
SAP FP&A	SAP EAM

Our remote working model.

If you're not based in the UK, we can still help. Optimum has supported complex implementations and upgrades of SAP systems across multiple locations worldwide.

As a UK-based training specialist, we have designed a highly cost effective, fast and flexible offshore service for our international clients.

Due to our detailed SAP system knowledge, we have the training templates and basic documentation in place from which we can develop a truly bespoke programme in a third of the usual time.

To minimise or even eliminate the need for overseas travel, we communicate by email and WebEx conference calls and adjust our working hours in the UK to deal with any time differences.

We provide a level of support to fit any scenario. Our consultants can deliver simultaneous, multi-site training with post go-live floor walking support or we can produce detailed 'skill the trainer' guides that enable you to deliver your own training.

Manufacturing

Public Services

Advertising & Media

Construction

Financial Services

Retail

Engineering

Professional Services

Pharmaceuticals

Education

Travel & Leisure

50+
countries

Health & Social Care

750+
ERP training
projects

500,000+
end users trained

Not for Profit

Optimum SAP End-User Training

www.optimum.co.uk

How can Optimum help you?

Optimum works in partnership with their clients to develop bespoke end-user training programmes which help to ensure full-user adoption is achieved, allowing businesses to realise the benefits envisaged at the outset.

We develop training solutions that reflect the user's perspective by analysing the degree of change and incorporating the business processes and work-flows for each role group.

We offer a range of training services to support the whole lifecycle of the end-user training phase, ensuring your project team can focus on the core project at a crucial stage.

Every SAP project is different and so our approach is unique to you. We can either provide a fully-managed training solution or fill the skill gaps in your internal team.

Services include:

- Planning and design of the training programme
- Development of bespoke user reference guides
- Quick cards, eLearning and video tutorials
- Classroom and presentation training deliveries
- eLearning and remote classroom sessions
- Administration of the training programme
- Post go-live floor-walking and BAU training

Our bespoke SAP training programmes incorporate a variety of different training methods:

Development of SAP Training Materials:

RapidScope®
Planning & designing your training

Reference Guides
Comprehensive end-user manuals

Trainer Packs
Lesson plans for consistent delivery

Quick Cards
User friendly process reference cards

Online Learning
Interactive modules & passive videos

Delivery of SAP Training Sessions:

Skill the Trainer
Prepare internal team for delivery

Virtual Delivery
Various web-based learning options

Classroom Delivery
Hands-on training sessions

Presentation Delivery
Demonstrations to large groups

Go-Live Support
Onsite floor-walking & hypercare

Why use Optimum?

As an SAP end-user training specialist, we understand exactly what is required to design, develop, organise and deliver effective training.

We know where the pitfalls lie and provide expert guidance and support throughout the process at a crucial time when your resources are likely to be stretched.

Training is a competency and should be carried out by experienced, skilled end-user trainers, rather than technical or build consultants.

Reasons to choose Optimum:

- **Large team of permanently employed training consultants:** This allows us to react to the fluctuating needs of a project throughout its duration.

- **Extensive knowledge of SAP:** Having an in-depth understanding of how SAP systems are used in a range of organisations means we can quickly absorb a new client, their project and their business processes.

- **Solutions available for all verticals/ISVs:** Our training solutions can cater for a variety of different industry-specific ISVs, as well as other SAP connected systems.

- **Project support services:** Key support services can include a client engagement manager and a lead trainer. Additional offerings: training administration, hosted learning portal and translation services.

Planning to use internal resources for end-user training?

Using a combination of a specialist SAP training consultancy and internal super-users is often the best way to train your end-users.

We can recommend a suitable bespoke solution by combining internal business expertise with the knowledge of our experienced SAP training consultants. Together we then create a training programme that is relevant to the skill set of your identified super-users.

We help organisations build internal training capability, ensuring your super-users are equipped and confident to cascade training at go-live and during business as usual.

❝ As a project manager I would absolutely recommend Optimum as a training partner. They have fully-trained professionals who do commit and ultimately, go the extra mile. ❞

Rob Green Project Manager
Dr. Martens

Bespoke SAP training solutions for any industry...

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Construction

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Engineering and Manufacturing

Financial Services

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