SAP Solution Brief
SAP Services
SAP Education

Objectives

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Quick Facts

Jump-Start Your Training Effort with Education Solutions from SAP

Speed user adoption and maximize return on investment

To get the greatest value from your investment in SAP® software, the importance of business-user training cannot be overstated. But what's the most cost-effective way to provide training? How will you update training materials? What can you do to ensure your people will fully use the solutions you're deploying? Education software solutions from SAP can help.

Speed user adoption and maximize return on investment

Accelerate the sharing of knowledge

Of the many possible approaches to business-user training, two are among the most efficient and cost-effective:
• Leveraging prebuilt content that is ready to deploy
• Customizing prebuilt content rather than building new content from scratch

SAP offers two solutions to support these capabilities: SAP Knowledge Acceleration software and SAP Workforce Performance Builder software.

SAP Knowledge Acceleration offers flexible deployment scenarios and a variety of course offerings, so you can hit the ground running with prebuilt training content for your end users. SAP Workforce Performance Builder helps you take your training program a step further by customizing prebuilt content and building additional content that you can extend to your entire workforce. Both solutions are used by the SAP Education organization in the delivery of training services, so they have been fine-tuned to meet the training needs of companies of all sizes and across all industries.

Accelerate the sharing of knowledge

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Accelerate the sharing of knowledge

SAP Knowledge Acceleration is a customiz-
able learning and knowledge support solution
that you can deploy via intranet, file server,
learning management system, or CD. The
solution recreates role-specific tasks focused
on key software functionalities. You can aug-
ment SAP Knowledge Acceleration with your
own reference material to enhance learning.
You can also make it available to everyone
in your enterprise anytime and anywhere,
reducing costs associated with travel and
time out of office and enabling just-in-time
training.

Learners can access content by module,
launch simulations of tasks, and view print-
able work instructions for easy reference.
Interactive features provide multiple learning
opportunities to deepen understanding.

SAP Knowledge Acceleration provides con-
tent to support training for the SAP Customer
Relationship Management application, SAP
ERP application, SAP BusinessObjects™ solu-
tions, SAP Edge solutions, and SAP solutions
for enterprise information management. For
a list of available content titles, please see the
table on the next page.

Get new users off to the best possible start with
SAP software, and help existing users learn new
ways to become more productive.

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return on investment

Accelerate the sharing of knowledge

Prebuilt Content Titles for SAP® Knowledge Acceleration

SAP® BusinessObjects™ Analysis Software, Edition for OLAP

SAP BusinessObjects Analysis, Edition for Microsoft Office

SAP BusinessObjects Dashboards Software

SAP BusinessObjects Explorer® Software

SAP BusinessObjects Web Intelligence® Software

SAP BusinessObjects Business Intelligence Platform

SAP Crystal Reports® Software

SAP Business Planning and Consolidation Application

SAP Customer Relationship Management (SAP CRM) Application – Marketing

SAP CRM – Sales

SAP CRM – Service

SAP ERP Application – Accounts Payable

SAP ERP – Accounts Receivable

SAP ERP – Cross-Application Time Sheet

SAP ERP – Human Capital Management

SAP ERP – Management Accounting

SAP ERP – Navigating SAP Software

SAP ERP – Purchasing

SAP ERP – Sales Order Processing

SAP ERP – User Tips and Tricks

Make training as realistic and hands-on as possible

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Maximize value with advanced training tools

Customize prebuilt content to enhance learning outcomes

SAP Knowledge Acceleration features interactive simulations of common business transactions. The simulations include explanation frames that contain helpful information, plus printable step-by-step lists that serve as job aids. And each activity includes training documentation that learners can view online or print at their convenience.

All content sections have playback modes of escalating complexity to help ensure your learners can engage, learn, and review materials sequentially. In demo mode, for example, learners can simply watch a transaction without having to complete a lesson. In practice mode, they can execute tasks to perform a transaction and are prompted to participate in simulations. In self-test mode, users can pretest their knowledge. And in assessment mode, the software tests learners on lesson content.

The result? Your team gets comfortable with how new SAP enterprise software supports your business processes – while SAP Knowledge Acceleration prepares an assessment of competency.

Enable ongoing knowledge support for new learners as well as those looking to update their skills or understanding.

Maximize value with advanced training tools

Make training as realistic and hands-on as possible

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Customize prebuilt content to enhance learning outcomes

SAP Workforce Performance Builder supports the rollout, upgrade, and operation of your enterprise software. You can easily create documentation, classroom training presentations, e-learning materials, and online help with its advanced authoring and recording tools. You can also use SAP Workforce Performance Builder to deploy this content to your user community.

In addition, you can use SAP Workforce Performance Builder to customize training material like the content available for SAP Knowledge Acceleration. Many organizations have found value in deploying SAP Knowledge Acceleration without customization. But if you would like to make changes, SAP Workforce Performance Builder provides the means.

Starting with prebuilt content saves your organization the time and effort required to research how SAP solutions work, design a role-based curriculum, and develop the course materials. Instead, your organization's subject-matter experts can enhance existing content to maximize the impact of training materials and enable a faster time to value.

Save time and effort by starting with prebuilt content and then tailoring it to your organization's needs.

Customize prebuilt content to enhance learning outcomes

Make training as realistic and hands-on as possible

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With SAP Workforce Performance Builder, you can readily customize, extend, and deploy the prebuilt content available for SAP Knowledge Acceleration. Specifically, you can:

- **Customize the content** by changing the screen shots to reflect your organization's user interface. You can also change the scenarios or process flows to match your own – or change their look and feel to coordinate with your corporate branding. By accessing the source files of SAP Knowledge Acceleration, you can make as many changes as you like and simply republish as needed.
- **Extend the content** by creating new material for specific topics. For example, if the prebuilt content in SAP Knowledge Acceleration shows how to create reports, you might want to add instructions on how to create a company-specific report. Since you can access the source files and templates, all new material can match existing content.

- **Deploy the content** to precisely match the needs of each user group. SAP Knowledge Acceleration provides role-specific content. But you know your users best. With SAP Workforce Performance Builder, you can republish the content from SAP Knowledge Acceleration so learners only receive the content they need. You can deploy the content through a learning management system, Web site, or stand-alone file – or through SAP Workforce Performance Builder itself.

Empower your workforce and derive greater value

SAP offers proven learning software solutions that can help speed business-user adoption and maximize the return on your software investment. With SAP Knowledge Acceleration, you can leverage prebuilt content that is ready to deploy. It provides you with a cost-effective training solution that helps flatten the learning curve for new hires while increasing the productivity of your current workforce. It also enables ongoing knowledge support for your software users, establishing a long-term learning solution for your organization.

SAP Workforce Performance Builder is the clear choice for any organization wishing to build, sustain, and grow value from its SAP solution by enabling you to customize prebuilt content or quickly create new content. Its advanced features help keep support and training costs down and regulatory compliance high. Its modest system requirements and convenient deployment options help keep IT costs low, reduce ramp-up time significantly, and enable easier implementation and use. The result is a workforce empowered to get the most from your SAP solution.

Jump-start your training initiative and empower your people with the skills that build insight and value.

Objectives Solution Benefits **Quick Facts**

Summary

The value you derive from your investment in SAP® software is directly related to how effectively your people are able to use it. SAP Knowledge Acceleration software and SAP Workforce Performance Builder software can help. Both solutions help you jump-start your training effort and provide hands-on learning to enhance user productivity and competency.

Objectives

- Sustain and grow value from your investment in SAP software
- Reduce the costs of content development, process documentation, and training
- Provide role- and context-specific help, accurate documentation, and e-learning
- Support change management efforts with rapid information development and deployment

Solution

- SAP Knowledge Acceleration, providing a customizable, Web-based tool with preconfigured content focused on key software functionalities
- SAP Workforce Performance Builder, enabling you to customize prebuilt content, create new content, and deploy content as documentation, context-sensitive help, test scripts, and e-learning in more than 40 languages

Benefits

- Speed rollout and simplify creation and management of learning content
- Enhance user competency and confidence
- Lower training and help-desk support costs
- Reduce total cost of ownership for SAP solutions

Learn more

To find out more, call your SAP representative or visit www.sap.com/training.