



AT A GLANCE

Company

- Name: Kongsberg Automotive
- Location: Kongsberg, Norway
- Industry: Automotive
- Products and services: Gearshifts, seat comfort products, and commercial vehicle systems
- Revenue: Nkr 2.75 billion (€332 million)
- Employees: 2,600
- Web site: www.kongsbergautomotive.com
- Partner: SAP® Consulting

Challenges and Opportunities

- Improve usage of training resources and methods of providing educational documentation to users
- Prepare users for global expansion of SAP software landscape
- Update and publish training materials for SAP applications on the corporate intranet
- Provide common templates for drafting educational material

Objectives

- Standardize education documentation for company-wide use
- Deliver online educational support for users
- Restructure educational materials
- Enable certification programs

SAP Solution and Services

- SAP Education offering
- SAP Consulting
- RWD Info Pak

Implementation Highlights

- First Nordic customer to implement and use RWD Info Pak in combination with SAP Education
- Documentation globally accessible for all users company-wide
- RWD Info Pak up and running within 5 days

Why SAP

- Best provision of education materials for SAP applications
- Readily available portfolio of functionalities provided by SAP Education and RWD Info Pak
- Strong commitment to SAP software landscape and to company-wide implementation of new SAP applications

Benefits

- Reduced expenses for workforce education by a projected 30% to 50%
- Improved scalability for easier maintenance and updates of education documentation
- Decreased time needed for installing educational instructions by 50%
- Increased global accessibility to education documentation by 80%
- Improved and increased usage of education materials
- Enhanced quality of documentation

Existing Environment

SAP R/3® software (functionality now found in the mySAP™ ERP application)

Third-Party Integration

- Database: Oracle
- Hardware: Dell
- Operating system: Microsoft Windows NT

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Per Högberg, Business System Project Manager, Kongsberg Automotive

KONGSBERG AUTOMOTIVE

SAP® Education and RWD Info Pak Enable Vast Improvements in Global Education Strategy

When it comes to SAP® software, Kongsberg Automotive – headquartered in Kongsberg, Norway – is a model customer. With an IT landscape that utilizes an array of SAP applications, the large-scale global automotive parts and services supplier is highly committed to using SAP software to manage business processes. To ensure that this commitment pays off, proper education is of the essence; applications, after all, are only as effective as the people operating them. Cut corners on education and training and you risk your competitive advantage. Per Högberg, Kongsberg Automotive’s business system project manager, isn’t simply aware of this – he is always two steps ahead in his pursuit of ways to improve the education process.

In 2002 Kongsberg decided to enhance the SAP Education offering with the help of RWD Info Pak. Kongsberg Automotive had been utilizing SAP Education since 1998, so their decision was less of a necessity than a forward-looking strategy aimed at improved application training for employees. It was a decision that paid off both for Högberg and for Kongsberg Automotive. The company has managed to decrease the time users need for education by 30%, halve the effort involved in updating education material, and vastly improve accessibility to education, and will effectively slash education costs by up to 50%.

One Source for Education Around the World

“When Kongsberg Automotive started looking for ways of increasing the accessibility of our educational materials for our employees around the globe, we wanted to be able to upgrade the educational offering without having to upgrade documents individually,” says Högberg. As a company that makes heavy investments in SAP software, and that is often the first Scandinavian customer to buy SAP products, the demands on knowledge transfer are very high.

Kongsberg Automotive has been working with SAP Education to provide users with support for all processes carried out in the SAP software. Because the company’s workforce is widely dispersed geographically, Kongsberg chose a desktop-based education program, providing users with the necessary training directly at their workplace – as opposed to sending them off-site to learning sessions. While copying and pasting Microsoft Word documents into the documentation interfaces initially proved suitable as a way of organizing training resources, Kongsberg Automotive’s strategy of IT expansion would also require an upgrade and expansion of the legacy training system. “What we wanted,” Högberg explains, “was a way of delivering educational material to users via the corporate intranet – a system we could maintain and update quickly and efficiently.”

Ideal Combination of SAP Education and RWD Info Pak

Högberg foresaw that the increasing number of SAP applications being used and added at Kongsberg Automotive would bring with it ever-increasing requirements for users to develop skills. The challenge Kongsberg Automotive faced was to implement a system that was scalable enough to accommodate sharp increases in the amount of training resources while simultaneously providing efficient, up-to-date delivery of these training resources to the users who needed them.

In its evaluation of solutions that fulfilled these requirements, Kongsberg Automotive came across RWD Info Pak. “The decision to implement and combine RWD Info Pak with SAP Education was an easy choice,” says Högberg. “There simply is nothing else

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on the market with the same scalable training and maintenance functionalities. And, as the first customers in Scandinavia to work with SAP Education and RWD, we were able to arrange functional enhancements to the basic system.”

Half the Effort for Updating Training Manuals

Following a fast implementation phase – aided by SAP Consulting – to help structure the project, users were able to access the new training interface after five days. The system’s ease of use has had a positive, tangible impact on users as well as administrator usage. Kongsberg Automotive can now standardize and structure educational documentation across the entire corporate intranet, based on the educational program the company has drawn up. “Delivery of educational material to all users or users in specific target groups is now a straightforward task,” says Högberg. “Updating the material is no longer a challenge; building instructions only requires half the effort it did before. When we need to change the global training manual, we no longer have to update each manual by hand. All changes are updated automatically in all related documentation. From that perspective we have gone from a pull to a push solution.”

Reduction of 30% to 50% in Costs for Education

At the end of the day, what is good for the administrators of the educational material is also good for users. Usage of RWD Info Pak now provides users with easier and more frequent access to training from SAP Education and has improved accessibility by 80%. While this may sound like a need for more education, the logic behind Högberg’s strategy actually focuses on lowering the costs of education. There is a strong argument behind this logic: The more users can access the educational interface, the more they use it. And the more they use it, the more their skill set grows to suit the requirements needed for operating the SAP applications tailored to their needs. In the long run, better-qualified users need less education. Simply put, more quality education means less cost.

Although Högberg concedes that there can never be enough education, the results achieved by the educational strategy have proved him right. In comparison with the past – when users sometimes found it easier to ask someone than consult the system – the enhancements RWD Info Pak provided to the SAP Education offering have brought Kongsberg Automotive to a

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better level, and usage of educational materials is increasing. “As we increase the number of users integrated with the global SAP system,” Högberg says, “more and more education is pushed out to more users. Not only has this effectively decreased the amount of education needed by 30% and more in the long term, as users get more acquainted with the system, but we have also calculated that this method decreases costs for education by between 30% and 50%.”

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