



T-SYSTEMS

SAP® EDUCATION KEEPS TECHNICAL EXPERTISE ON THE CUTTING EDGE

QUICK FACTS

“We are increasing our use of tailor-made training courses from SAP Education to ensure that our SAP software specialists receive all the ongoing training and education they need. The customized content of the courses enables us to build up and transfer expertise in the best possible way.”

Joachim Niederbacher

Training Coordinator for SAP Strategy and Support
T-Systems

Company

- Name: T-Systems
- Location: Frankfurt, Germany
- Industry: Telecommunications – information and communications technology
- Products and services: Integrated information and communications technology
- Employees: Approximately 56,600 worldwide
- Web site: www.t-systems.com

Challenge and Opportunity

Design an efficient training and education concept for participants with varying levels of knowledge and experience

Objectives

- Develop a customized training concept that is tailored to the requirements of T-Systems
- Train new employees for new T-Systems locations
- Expand existing expertise in the employee base to enable the targeted implementation of business strategies

SAP® Solutions and Services

Customer-specific training courses from the SAP® Education organization, with a focus on the following: certification and database and operating system migration of the SAP NetWeaver® technology platform, SAP NetWeaver Portal component, and SAP NetWeaver Exchange Infrastructure component

Project Highlights

- Directed ramp-up of 120 new employees within very short time frame
- Enabled creation of a highly personalized training concept that matches company expertise levels
- Held 26 customer-specific training courses spanning 1,395 training days at T-Systems locations and local SAP Education training centers

Why SAP

- Long-standing cooperation with T-Systems
- Willingness to customize standard functionality
- Comprehensive offerings of resources and training rooms
- Highly qualified course instructors
- Highly efficient training measures thanks to excellent trainers and their close contact with SAP Development Review services

Benefits

- Aligned training courses perfectly with T-Systems' requirements
- Maximized the applicability of training material in day-to-day business
- Enabled employees to acquire the latest technological expertise
- Improved employees' day-to-day efficiency through qualification measures
- Promoted both the formation of a collegial community of SAP software users at T-Systems and the internal transfer of expertise through exclusive participant groups



As the IT outsourcing business continues to boom, more and more companies are choosing to concentrate on their core activities and are handing the operation and maintenance of their IT environments over to external service providers. And for good reason. For most companies, the task of operating their own increasingly complex IT landscapes is time-consuming, costly, and maintenance intensive.

Frankfurt, Germany-based T-Systems is one such company that is benefiting from this growth market. Operating live SAP® applications is part of T-Systems' day-to-day business. The company relies on customized training courses from the SAP Education organization to help make sure its employees have the knowledge they need to perform their tasks. With more than 3,000 application and basis specialists, the company supports operating models for SAP applications used by almost 500 customers worldwide. Its clients include a large number of renowned major enterprises who put their trust in the power of SAP applications to handle their business processes. In total, the German outsourcing supplier serves more than one million live SAP software users.

New Business Strategies Demand Additional Qualifications

Operations on such a scale require reliable management processes. And the responsibility of ensuring smooth day-to-day operations is one of the main reasons why T-Systems takes great care to optimize its own processes on an ongoing basis. The company has concentrated selected services for monitoring the availability of SAP

applications and handling incident management centrally at a new location.

"This strategic rearrangement of tasks was the starting point for a major training project that we designed and carried out in conjunction with SAP Education," recalls Joachim Niederbacher, who is responsible for training coordination in the SAP software strategy and support department at T-Systems. In the future, this location will handle most of the management of daily operations, while the resources freed up at other locations will increase their focus on new implementation and development projects. The employees at these locations will receive training as "business architects."

Basic Training for Beginners, Further Training for Professionals

The challenge was to get 120 new employees up and running within two years. Most of the new recruits were beginners with no previous knowledge of the software. They needed a strong focus on basic topics. At the same time, T-Systems personnel with experience in SAP applications needed supplementary training to enable them to handle their new tasks and to deal with growing customer requirements. The

training topics for this target group focused on new installations, upgrades, and solution development for customers – based on the SAP NetWeaver® technology platform.

When it came to designing training content for the longer-serving employees at T-Systems, the responsible managers found that their personnel had a broad range of expertise in using SAP software but that knowledge levels varied significantly. After all, such experience does not always mean the same thing to everyone. Niederbacher explains: "It was a major challenge for us to document the knowledge levels of our employees worldwide in detail and then to develop and organize training courses to match this picture." The ultimate aim was to systematically extend and build up the specialist knowledge that already existed. Faced with this task, Niederbacher turned to T-Systems' long-standing training partner SAP Education and received expert support.

Customized Training Courses Developed with SAP Education

Working closely with training experts from SAP Education, T-Systems came up with a highly personalized training concept that matches the expertise levels at T-Systems and is perfectly tailored to the outsourcing supplier's requirements. "We knew that our particular operating model makes us rather different from the average SAP software user. Our employees provide support for SAP applications on a daily basis, so they come to training courses with a very broad range of questions and issues. Our



task was to stage expert sessions that were neither too challenging nor too basic. Our contact partners at SAP were very responsive to our specific wishes,” explains Niederbacher.

SAP Education has extensive experience in application-related training and education and was extremely flexible in adapting its standard training courses to T-Systems’ specific needs. The existing levels of knowledge within the target group meant that some items could be left out to streamline the content or that certain elements could be combined without causing overlaps. “At the start of our training series, we defined compact individual modules that covered our requirements completely,” reports Niederbacher. And the current

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Joachim Niederbacher, Training Coordinator for SAP Strategy and Support, T-Systems

status of training is impressive: in 2007 alone, 26 customer-specific training courses – spanning 1,395 training days – were held for 332 participants from all over Germany, Austria, and Switzerland. To optimize travel arrangements, courses were either held at a T-Systems location or at a local SAP Education training center.

Full-Time Trainers Promote High Standards

Feedback from the training courses is “consistently positive,” says Niederbacher. The comments from course participants – whose expectations, incidentally, are high – confirm that the selected topics combine to produce a well-aligned training program, with new knowledge being conveyed in exactly the right depth. Niederbacher attributes this to the quality of the training personnel, who, as full-time trainers within the SAP Education organization, have a solid didactic background.

He also points to the tremendous advantages gained by the SAP Education organization’s efforts to assign the

same trainers to courses with similar content. “We benefit enormously from this approach because, from course to course, the trainers adapt to the specific features of T-Systems and become better positioned to answer recurring questions,” says Niederbacher, adding: “I also think it is very positive that every trainer contacts me before an event to

ask about the background knowledge and previous experience of the participants. That simply isn’t possible at ‘open’ training courses.”

Clear Plus Points for Customer-Specific Training

In this context, the T-Systems training manager refers to an interesting development within the outsourcing division at his company. While a large proportion of the internal training requirements for using SAP software was previously covered with open, standard seminars, there is growing interest in customized training courses. “Our employees have recognized the added value of attending courses that are specially tailored and organized for T-Systems,” says Niederbacher, referring to what he considers the greatest benefit. “A customized training course is more intensive. The problems that are dealt with are specific to T-Systems, and the trainer can focus his or her full attention on them. The content is totally relevant to the participants’ daily work, which centers on performance optimization and the multiclient capability of major computing centers in which a wide variety of customers share joint resources. This intensive focus on similar kinds of tasks results in a direct improvement in the efficiency of day-to-day operations.”

But Niederbacher has also observed another value-adding feature of exclusive participant groups that will have positive effects in the long term. Mixing employees from very different locations promotes communication and supports the formation of internal networks.

"You see contacts being established and maintained long after a course has taken place," he says. "Colleagues help each other and exchange information because they have got to know each other on a personal level."

Expansion into International Training Measures

Considering the positive experience gained in terms of know-how transfer, it is little wonder that Joachim Niederbacher is actively considering expand-

In making these plans a reality, T-Systems intends to continue using the services offered by SAP Education. First, because SAP has training centers at international locations and, second, because online knowledge software from SAP makes it possible to cover a wide range of learning areas. For example, Niederbacher intends to drive e-learning activities in order to streamline business trips and cover special topics that do not require large-scale training measures. Referring to a third key quality feature, he states: "SAP

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ing these customized training activities. "In the past, our customized training measures have focused largely on the German-speaking area. Looking ahead, we want to include an increasing number of international T-Systems employees. This means that we will need to hold courses in English and at locations outside of Germany."

Education naturally has the greatest proximity to SAP technologies." The T-Systems training manager has, quite simply, opted for the shortest route to effective know-how transfer.

SAP® Pinnacle Awards 2007 WINNER

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