AGL ENERGY

POWERING UP STAFF PERFORMANCE WITH SAP® PRODUCTIVITY PAK

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Sharon Ritchie, Training Delivery Manager, AGL Energy Limited

QUICK FACTS

Company
- Name: AGL Energy Limited (AGL)
- Headquarters: Sydney, Australia
- Industry: Utilities
- Products and services: Renewable energy
- Revenue: $A 5.9 billion (US$5.34 billion)
- Employees: 2,138
- Web site: www.agl.com.au
- Implementation partner: RWD Technologies Australia Pty Ltd.

Challenges and Opportunities
- Enhance customer service so as to retain existing customers and attract new customers in a competitive industry
- Keep training materials consistent with the industry's regulatory and process requirements
- Build a knowledge workforce
- Reduce operating costs

Objectives
- Upgrade existing performance support solution
- Reduce the time it takes to publish instructional documents
- Improve enterprise-level instructional support

SAP® Solutions and Services
SAP® Productivity Pak application

Implementation Highlights
Received stellar support from RWD Technologies

Why SAP
- Consistent access to good support through SAP Productivity Pak
- Scalable products that address the organization's complex needs
- Attractive features such as automatic document uploading and track changes

Benefits
- Reduced time taken to publish documents by 80%
- Eliminated need to use paper-based training documentation, speeding delivery time
- Gained ability to address performance and process issues quickly and more objectively
- Projected 80% printing-cost savings

Existing Environment
RWD Technologies software

Third-Party Integration
- Database: Oracle
- Operating system: Sun Solaris

It takes a lot to stay ahead of the game in the renewable energy industry, and Sydney, Australia–based AGL Energy Limited (AGL) is familiar with the challenges. As Australia's largest private owner, operator, and developer of renewable generation assets, the company needs to keep up with the young industry's burgeoning regulatory and process requirements. At the same time, it must run two steps ahead of its dozen or so competitors in the country. To accomplish both, AGL decided to leverage its "Project Phoenix," an undertaking aimed to transform its retail business for mass-market customers, to widen the gap between itself and the competition.

To accomplish this, it relied on help from the SAP® Productivity Pak application. SAP Productivity Pak automates the development and delivery of learning materials, test scripts, process documentation, and end-user performance support resources, including context-sensitive help. The company, which employs more than 2,000 people, succeeded in increasing its lead on the competition, thanks to its newly streamlined instructional process to build a knowledge workforce.

"We are a business that deals with myriad changes," says Sharon Ritchie, training delivery manager for AGL. "We need to ensure that all our training materials are up-to-date and that all our users are notified of new course materials. In the past, we relied heavily on e-mail and word of mouth, which were not as effective as we would have liked." Additionally, the labor-intensive process behind removing, updating, and republishing training manuals had delayed delivery of their training programs, impairing AGL's ability to respond quickly to changes.

Upping the Ante

The company decided to upgrade its existing performance support solution to SAP Productivity Pak when it was consolidating its billing system on a single SAP solution. AGL had been using the precursor of the application for the last three or four years, and it was impressed by the functionality of the updated application.

"We decided to migrate to SAP Productivity Pak because it came with many benefits and features that were attractive," says Ritchie. The application is designed to support the collaborative creation, storage, and management of application simulations and procedural documentation. Ritchie explains that AGL was attracted to the new application because it is a perfect platform for rapid e-learning and it enhances the efficiency of content authors and administrators. The company is impressed by its simulations and alerts features as well.

AGL also chose SAP because its products are scalable, address the complexity of the organization's needs, and come with good support. Furthermore, AGL sees SAP Productivity Pak as a tool that fits across the organization for a lot of different purposes, not just as a performance-support tool for SAP software.

With the help of implementation partner RWD Technologies Australia Pty Ltd., deployment of SAP Productivity

"Using SAP Productivity Pak for training delivery is 100% faster than using our old, paper-based manuals."

Sharon Ritchie, Training Delivery Manager, AGL Energy Limited

Pak started in September 2009, and the company went live with the solution in March 2010. "RWD Technologies is an easy company to work with, and the staff accepted our questions about SAP Productivity Pak with good grace and professionalism," says Ritchie.

Empowering Staff Enterprise-Wide

In order to adopt SAP Productivity Pak, RWD Technologies migrated AGL's more than 2,000 documents from its retiring performance support solution. Thereafter, the application was put to work by contact center and administration staff, the sales and marketing team, and external partners. The application also serves as the central storage area for AGL's operational work instructions and reference materials. With the move to SAP Productivity Pak, the company gained the power to produce a variety of content types in multiple formats and languages and can readily maintain and adapt the content over time.

Thus far, AGL has employed the application's work instructions and simulation features to deliver induction courses, conduct quality assessments, and identify process improvements.

Increasing Efficiency

Using SAP Productivity Pak, the time taken to publish documents such as work construction materials, cheat sheets, and manuals has been reduced by 80%. "Using SAP Productivity Pak for training delivery is 100% faster than using our old, paper-based manuals," Ritchie adds. And by publishing all its training content online, AGL expects to reduce printing costs by around 80%.

"Although we have not created any actual e-learning courses using SAP Productivity Pak yet, we are very much looking forward to doing so."

Sharon Ritchie, Training Delivery Manager, AGL Energy Limited

The application has sped up AGL's document review and document creation processes, partly due to the immediate availability of electronic copies that facilitates quick turnaround via e-mail. And once those review documents have been finalized, staff members are automatically alerted of their availability. Instantaneous results from simulation assessments have enabled the company to address performance issues and improve its process program faster and more objectively.

Edging Ahead with E-Learning

Having SAP Productivity Pak in place allows AGL to draw content from a single location to create an interactive learning environment that supports communities of practice. In addition, the application facilitates collaboration among content authors. Once the company has integrated the application with its existing learning management software, the fun-to-use interface of SAP Productivity Pak will come in handy when AGL moves ahead with its plan to build e-learning courses with it.

For the moment, the training delivery team is using SAP Productivity Pak to publish documents in different formats and to present them in a more visually appealing manner. In the future, the application will enable all AGL staff members to set up their favorite links and to subscribe to documents that are of interest. "Although we have not created any actual e-learning courses using SAP Productivity Pak yet, we are very much looking forward to doing so," adds Ritchie.

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