T-SYSTEMS

FLEXIBLE OFFERINGS FROM SAP® EDUCATION BOOST EXPERTISE WHILE KEEPING COSTS DOWN

"As an SAP global hosting partner and an outsourcing provider for SAP software environments worldwide, we have ongoing training and education requirements that we are increasingly covering with custom-tailored training from SAP Education."

Joachim Niederbacher, SAP Services GDU, T-Systems International GmbH

QUICK FACTS

Company

- Name: T-Systems International GmbH
- Location: Frankfurt am Main, Germany
- Industry: Professional services – IT service providers and business process outsourcing (BPO) service providers
- Products and services: Information and communications technology for multinational corporations and public institutions
- Web site: www.t-systems.com

Challenges and Opportunities

Design an efficient, internationally coordinated, and centrally organized training and education strategy for groups of participants with widely varying degrees of knowledge of SAP® software

Objectives

- Develop a training strategy based on a variety of learning approaches that meets the needs of T-Systems
- Increase the number of employees who have achieved certification from the SAP Education organization to at least 70% in 2009
- Obtain certification in the use of the Run SAP methodology
- Build up employee expertise in SAP BusinessObjects™ solutions using, for example, the virtual live classroom training offering

SAP Solutions and Services

SAP Education offerings, specifically training courses that prepare participants to achieve certification proving their knowledge of SAP applications

Why SAP

- Long-standing cooperation with and tailored support from central contact person in SAP Education
- Willingness to adapt standard training courses to cover topics of high relevance for T-Systems
- Global resource coverage
- Custom-tailored e-learning offering – available for all countries, if required
- Highly efficient, intensive training, thanks to top-quality instructors

Benefits

- Accelerated progress due to intensive training
- High applicability of training content due to its significant relevance to daily recurring tasks of participants
- Immediate improvement of employee efficiency
- Establishment of a close-knit "SAP community" at T-Systems due to the limited number of participants
- Cost savings from reduced travel expenses and effective utilization of training capacity

T Systems

"Thanks to the personalized training offering we receive [from SAP Education], we are assured of optimal levels of knowledge build-up and transfer."

Joachim Niederbacher, SAP Services GDU, T-Systems International GmbH

www.sap.com/contactsap

Almost 1.5 million live users rely on the professional services for SAP® software supplied by T-Systems International GmbH, based in Frankfurt, Germany, making it Europe's largest outsourcing provider for SAP software. Customers around the world benefit from the expertise delivered by T-Systems – named four times by SAP as a special expertise partner – and from its direct connections with SAP.

Maintaining Top-Qualified Specialists

There is enormous demand in the international market for the kind of specialist expertise provided by T-Systems. T-Systems' position as the leading supplier of customized services for SAP software is highlighted by the fact that the company took over responsibility for SAP's European hosting customers in October 2009. Having highly qualified employees plays a key role in sustaining T-Systems' success in the market. To ensure that its employees remain in peak condition, the SAP services global delivery unit (GDU) at T-Systems developed a series of internationally coordinated training tracks that culminate in SAP certification in various areas.

Achieving Success Through a High Level of Certification

The central aim of the training approach used at T-Systems is to see that all employees worldwide achieve the same high level of qualification. The objective in 2009 was for at least 70% of the basis administrators at T-Systems to gain certification from SAP demonstrating their knowledge of SAP software. Based on current figures, this ambitious objective has been topped – thanks to an internationally coordinated and centrally organized training strategy from the SAP Education organization that offers a variety of flexible learning approaches. In addition, T-Systems was able to build up its expertise in SAP BusinessObjects™ solutions and extend its consulting portfolio to cover evolving customer requirements. The main training method used so successfully to achieve these results was the virtual live classroom e-learning concept from SAP Education.

Coordinating Centrally and Cutting Costs

In cooperation with SAP Education, T-Systems drew up an international training plan that was precisely tailored to the requirements of the SAP services GDU at T-Systems. It included training for new hires slated to work in nearshore locations who had no previous knowledge of SAP software. It also provided training that systematically extended the SAP expertise the employee base already had to enable them to tackle new business strategies.

The training strategy is based on a blended-learning approach that combines instructor-led training courses with virtual learning formats such as virtual live classroom training. In addition to flexible learning techniques, the strategy has the added benefit of reducing training expenditures, because fewer travel expenses are incurred. Therefore, the centrally organized training solution at T-Systems is also attractive from a financial point of view. Through the careful selection of suitable venues and the use of virtual training formats, the need for employees to travel is significantly reduced. And by ensuring that training course capacity is efficiently utilized by participants across SAP services GDU, efficiency was significantly increased. In 2009 alone, T-Systems saved over 30% on training fees. Thanks to this new training and education strategy, the SAP services GDU is perfectly equipped to deal efficiently with both current and future tasks.

"Thanks to the personalized training offering we receive [from SAP Education], we are assured of optimal levels of knowledge build-up and transfer," emphasizes Joachim Niederbacher of the SAP services GDU.

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