SAP® CONSULTING
WHEN EXPERTS TOE THE LINE MILLIMETERS COUNT

The challenge: training experts. The result: a boost in customer confidence. SAP® Consulting wanted its level of certification to match its level of professionalism. It engaged the SAP Education organization and increased the number of its SAP-certified experts to over 90%, supercharging its competitive prowess.

"In order to validate our globally recognized level of expertise by an industry standard, we at SAP Consulting worked to achieve certification for a minimum of 90% of our consultants."

Nicolás Steib, Senior Vice President, Global Head of Services Delivery, SAP Consulting, SAP AG

QUICK FACTS

Company
- Name: SAP® Consulting
- Headquarters: Walldorf, Germany
- Industry: Professional services – IT service providers
- Products and services: IT consulting services
- Web site: www.sap.com/usa/services/consulting

Challenges and Opportunities
- Gain certification for a large and geographically dispersed group of consultants to validate their expertise and professionalism
- Achieve certification for the entire body of experts within SAP Consulting by 2010
- Reinforce customer confidence by providing consultants with skills that have been certified by SAP

Objectives
- Highlight opportunity to achieve certification in multiple locations
- Highlight assistance provided by the SAP Education organization outside normal classroom-based training
- Showcase how certification results in competitive differentiation
- Boost recruitment and staff retention through investment in employees

SAP Solutions and Services
SAP Education, specifically the certification exams that measure and define the skill levels of consultants and IT experts

Implementation Highlights
Obtained certification for 90% of the experts working within SAP Consulting and in record time

Why SAP
- Single provider of certification exams to prove an individual's competence in SAP software
- Single provider of globally accepted certifications for SAP solutions

Benefits
- Greater differentiation on skills
- Confirmation of expertise based on a system of certification that conforms to industry standards
- Ability to plan strategically for future training based on business trends
- Ability to recruit and retain workforce

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