

**About the company:**

Mercury Engineering is a privately-owned, half-billion Euro company headquartered in Dublin, Ireland. Founded in 1972, with offices in Central and Eastern Europe, the Middle East and North Africa, Mercury Engineering has been continuously growing and is internationally recognised throughout these markets as a leader in engineering solutions. Their revenues exceed €450 million annually and are evidence of their outstanding results on scores of large-scale projects over three decades.

The project:

Support user adoption of complex SAP implementation across multiple locations, languages and cultures.

Number of users:

300

**Number of documentation/
Training authors:**

1

Mercury Engineering solidifies global SAP rollout with datango

The Challenge:

The Mercury team was embarking on a global SAP deployment across multiple locations, in multiple languages and cultures. The end user community comprised individuals with varying levels of IT and process knowledge and, as is typical in many ERP deployments, time and resources became increasingly scarce as the project approached go-live.

The Mercury team wanted to accomplish the following objectives:

- Reduce redundant efforts in the creation of ostensibly similar end user documents/training materials
- To be able to validate end user competence and readiness for go-live
- Increase regional user acceptance by delivering all materials in local language
- Incorporate multi-media elements to deliver policy, procedure and relevant contextual information to ensure comprehensive process buy-in and knowledge transfer
- Reduce post-go-live support calls by providing easily accessible self-service end user help
- Maximize the ROI from their investment in SAP through greater adoption and utilization

The Solution:

By partnering with datango, the Mercury team was able to create a comprehensive approach to ensure optimal user adoption, and streamline the vast amount of deliverables that are required, each in many languages, such as:

- Job Aides
- Business Policy and Procedure Documents
- Training Manuals
- Online Training Materials, including simulations
- End User Assessments
- User Help Materials

Through the use of the datango collaborator and the datango producer (components of the datango performance suite), Mercury Engineering was able to remove many of the redundant tasks that typically slow down or add cost to the production and localisation of documentation, training and end user help materials. The datango collaborator allowed Mercury to accelerate their SAP deployment by managing the user adoption project in an efficient and streamlined manner, even though the teams were geographically disperse.

The datango producer, the content authoring platform, allowed Mercury's documentation specialists, subject matter experts, QA analysts and training team members to rapidly produce the volume and quality of content required in a timely manner. And, as a result, Mercury Engineering was able to reduce the time and cost required to generate these materials by 87%.



The Result:

Through the use of the datango performance suite, Mercury Engineering was able to measure end user readiness for go-live, both in terms of completion of each end user's role-based training courses (with a completion rate of almost 100%) and actual end user competence (at approximately 90%). Notably, the user competence assessment highlights a significant over-performance against industry research which cites user average end user competence rates as low as 24%¹.

Additionally, Mercury Engineering were able to measure end user access to materials post-go-live, highlighting an increase in end user self-service access to help as opposed to calling the IT help desk. The impact of this increased self-service was a reduction in calls to the help-desk of 63% during the first 5 weeks after go-live.

Graham Owens, Head of Group Training & Development at Mercury Engineering comments, "datango allowed us to effectively scale our ability to deliver a comprehensive end user adoption solution that would support the implementation of our mission-critical SAP project. This meant that we are able to keep pace with system changes and ensure our users always have access to relevant information." Mr. Owens continues, "Further, prior to rolling out SAP, we were able to accurately measure end user readiness so we could go-live with greater confidence and the reduction in calls to our help-desk validates that users were both better prepared and better able to support themselves. Consequently, we are well positioned to achieve the true ROI potential from our SAP investment."

¹ Source: META Group, (24% of users had competent or highly competent ability to leverage relevant SAP functionality)

datango AG

datango AG, founded in 1999 and headquartered in Berlin with offices in Europe and the Americas, provides software solutions that accelerate time-to-value and mitigate the risk of end user failure for mission-critical enterprise applications.

Profitable since 2004 and with the support of Hasso Plattner Ventures and EXTOREL since 2006, datango took over the "Knowledge and Performance Solutions" business unit of the Swedish company Enlight AB in 2007. datango now has more than 1,000 clients, millions of users and successful partnerships with leading system integration and enterprise software companies globally.

For more information, please visit www.datango.com.