



Creating documentation and e-learning sequences is as easy as 1-2-3!



About the company

With its subsidiaries and shareholdings, swb AG represents one of the largest companies in Bremen. Founded over 150 years ago, this company, which is rich in tradition, is a reputable supplier and producer in the areas of electricity, natural gas, potable water, thermal energy, waste management and other technical services. This energy supplier currently employs approximately 2,400 associates and actively supports Bremen's local government in their environmental endeavors to decrease the level of CO² emissions in the region by 40% by the year 2020, when compared to the levels emitted in 1990



Project: To support employees in training and efficiently deploying SAP ERP 6.4 Module MM, CO, PM, SD, PS, Easy DMS

Number of authors: 7

Learning content: approx. 100 lessons

Modules: Demo, practice, test and concurrent modes + navigation, documentation generation and ABAP building blocks.

Main focus: To create training and process documentation for 250 end users to serve as a basis for self-study as well as to revise and refresh their know-how at their own pace.

Become well versed in SAP

The Challenge

swb AG has chosen to implement SAP in order to support their various enterprise processes. Their software applications are constantly being enhanced and further developed, the company faced a major challenge: to keep all end users up-to-date with the latest modifications so that they could optimally perform and ensure a seamless workflow at all times. Up to this point, face-to-face training sessions had been offered over a long period of time. Due to the vast amount of information and the ever increasing frequency of system updates, face-to-face training could no longer suffice alone for this level and amount of knowledge transfer. It became more and more difficult for the end users to become informed of all the changes, to retain this information and then implement the modifications in their daily workflow.

For this reason, swb AG began looking for alternative knowledge transfer methods to ensure efficient and sustainable learning. Professional and user-friendly training documentation as well as live system support were at the top of the list of priorities for the new learning process. At that time, SAP AG had been closely collaborating with another company that was developing a tool for generating such media, and as a result, they made the decision to implement RWD. However, shortly thereafter, generating learning content with this tool proved not to be feasible, according to the learning content authors at swb AG. As a result, swb AG again began their search for another tool that would do the trick.

The Solution

Soon after beginning their search, swb AG learned about datango AG's datango performance suite (dps) and decided to implement this single-source technology for three main reasons: 1) The dps can integrate SAP systems with ease and accuracy; 2) The dps allows authors to quickly and easily generate professional-looking training materials and handouts, technical documentation and e-learning sequences – all with one click of a button; 3) Authors are only required to generate one single recording which they can reuse to create and customize all their learning content. Thanks to its unique and practical re-recording feature, authors can also effortlessly update the lessons and training materials to reflect system upgrade changes or other modifications, therefore ensuring that the latest information is at the users' disposal at all times.

With its user-friendly interface, it was a cinch for the authors to learn how to implement the dps to create and enhance tailor-made learning content. datango delivered a 2-day training session for authors to become familiar with all the features and functions. The authors walked out enthusiastic, ready to start creating their own content. Training documentation was made available to the users via an online learning platform set up on their intranet. If the users had any further questions or needed additional guidance, they could refer to the training materials directly via the intranet.

The documentation was much more than just text and screenshots – its interactive interface offered end users the opportunity to learn hands-on with its demo, practice, test and concurrent modes. These modes use video sequences to illustrate, for example, how to carry out specific transactions in SAP, and allow the users the



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ability to individually practice the processes at their own learning pace and as often as they need to in order to feel comfortable and confident with the system. Moreover, swb AG chose to incorporate the navigation feature in order to provide live-system assistance to their employees. The navigation is a live context-sensitive "wizard" that assists the end users on demand. Last, but not least, the dps also promotes their corporate identity, ensuring uniformity with all training materials and documentation in which their corporate design has been incorporated. (Before having implemented dps, each author designed their materials with a style of their own.)

The Result

The 250 end users have approximately 100 user-friendly and professional-looking interactive lessons at their disposal for learning how to efficiently use their company's SAP system. The 7 authors are further developing additional tailor-made learning content with help of datango's dps. swb AG has saved a significant amount of time and money in generating their learning content and training their employees.

If the project team at swb AG has questions or needs additional assistance with dps, datango's superior tech support team is readily available to provide support - both quickly and professionally. "The employees on the datango tech support team react to every request in a timely manner and with competency so that we get the answers we need with an extremely short turn-around time." Thorsten Ahlers, SAP System Administrator at swb AG.

The Future

swb AG is planning on replacing their existing CRM system with an SAP product and will call on datango to assist them in implementing this project. datango will once again have an opportunity to leverage our expertise in creating a wide range of new learning content and training materials to make the transition with the new application as seamless as possible for the end users.

Customer Feedback

"datango is extremely easy to use, yet it also has an extensive amount of features and functions that facilitate generating training and end user documentation in an efficient manner."

Thorsten Ahlers, SAP System Administrator PM at swb AG

datango AG

datango AG was founded in 1999 with headquarters in Berlin, Germany and offices throughout Europe and North America. datango provides a comprehensive software solution that accelerates the deployment, improves end user adoption and reduces the cost of supporting mission-critical software systems throughout their entire life-cycle. datango software streamlines the development of documentation, user help and training materials while also providing process automation, developer collaboration and automated localization into approximately 40 languages. By doing so, datango saves organizations time and money from the initial implementation, through every update or upgrade and during the day-to-day usage of any of their enterprise applications. With consistent year-over-year revenue growth and profitability, datango software is used by more than 800 companies and millions of users worldwide. datango's customers include some of the world's largest and most discerning organizations such as UBS, Hasbro, The TJX Companies. datango's partners leverage or resell datango software as an integral part of their end user adoption strategies and include companies such as Accenture, CSC, Lawson Software, Epicor Software Corporation and Manhattan Associates.

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