



Training and Online Support for Documentum Users at Schering AG



The Company

The globally successful pharmaceuticals company, which was founded in 1851 in Berlin, develops extremely valuable medications and individualized therapies that give sufferers of life threatening diseases new hope. Schering is the market leader in innovative preparations on select markets. Over 130 of their subsidiaries and investment companies worldwide attend to customers directly with allowance for local market conditions and requirements. Following their mission statement "Working towards sustainable growth while respecting social and ecological responsibilities is our goal", Schering AG pursues the idea of Sustainable Development.

Project:

Documentum

Users: 3,000

Modules:

Documentation, Demo, Practice, Concurrent

Focus:

Changeover to a new, web-based version of Documentum

eLearning by doing, an Effective Solution from datango

The Task

The changeover to a new web-based Documentum version was coupled with fundamental change: instead of using Windows, users now had to switch to a browser environment. The users were unfamiliar with the Documentum web-based operating system and the new navigation structure. In addition, the change in function as such resulted in continual adjustments in daily work routines in the operation of the new system.

The staff for Training and Support was faced with the challenge of organizing a smooth changeover from the old to the new system for 3,000 users. Users had to be trained for immediate utilization of the web application.

Due to the short introductory period of less than two weeks and the huge number of users involved, a traditional training situation of 10 participants per course was completely out of the question. Training was restricted to half day auditorium seminars. Another problem was that not all of the many users all over the world could participate in these seminars. Therefore for economic purposes, one auditorium seminar seemed feasible only for those locations with a sufficient number of users.

The Solution

Up until that time an operation manual for highly qualified employees was implemented to support specific work situations. This "Quick Reference Guide" was replaced by an electronic help system. Because the Documentum system was strongly adapted to Schering operating processes, the manufacturer-specific help system was rejected as a solution. The utmost aim of Training and Support was the avoidance of a great number of support queries immediately after the changeover.

Based on these requirements, datango AG designed a special help system together with Schering that was closely linked to the software and its processes. Schering AG experts were able to produce different support formats for the Documentum system's entire lifecycle using the software solution from datango. For example, datango producer recorded existing processes in the Documentum web application to effectively create training documentation. The result was Schering-specific printed documentation to be used for training.

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Three different training modes were implemented for the creation of an interactive online help system based on this documentation. A simulation of the web-based Documentum application was created in the practice mode that introduced the user to the new system in a practice-oriented environment. Training modules were then implemented during the changeover phase. The concurrent mode generated an interactive online help guide, which described each step of the Documentum system with dialogues. A demo mode enabled the demonstration of complex processes. The complete solution combined demonstration, operator guide and training with the integration of text-based help and application-oriented lessons.

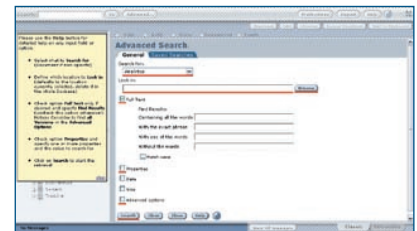
The simple integration into Documentum proved to be extremely beneficial: it entailed simply placing a hyperlink into the system's context recognition. Only that lesson needed by the user to handle the task at hand would be called up. But Schering also benefited from flexible content creation and management. datango's production process enabled the positioning of teaching elements using HTML, which was a tremendous advantage. Up until this point documentation could only be created at the end of an introductory phase, since the application would still be going through a state of change. With datango, Schering AG initially built a rough framework of the content that subsequently only required a simple update of the lessons. Documentation creation was therefore removed from out of the critical project implementation phase and could now be realized parallel to the process. Outdated and revised modules could be replaced with a simple click of the mouse, which would considerably simplify subsequent maintenance.

The Result

Schering AG was able to save a considerable amount through this "just-in-time training". The expenditure for the "Quick Reference Guides" used up until that point at € 30,00 each for 3,000 users was no longer necessary, as was any additional costs for publishing and distribution. An increase in employee productivity occurred, which also resulted in a welcomed temporary reduction of Help Desk queries.

Walter Rauschenberger,
Head of Application Support & Training, Global Document Systems R&D:

"Born out of necessity – 3,000 users worldwide having to cope with a change in a 'big bang' sense that couldn't have been managed with traditional training courses – datango presented a workable solution that we call 'eLearning by doing'."



datango AG

The software production company established in 1999 in Berlin, offers – from creation to distribution of individual eLearning lessons – a complete, universal multi-language online help solution that measurably increases and future-proofs the economic efficiency of a new application. In this way datango knowledge suite (dks) significantly increases user acceptance at launch and subsequent use of the software application.

datango AG's client base includes Audi, BMW, Continental, ebay, MAN, RWE, T-Com, Quelle, UBS and VW.

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