



## Gottwald Port Technology GmbH: datango supports company-wide eLearning of new application versions



### The Company

The Gottwald Port Technology GmbH is a globally active supplier of products and solutions for the transshipment harbour. Their portfolio includes modern harbour cranes, automated transport systems and software solutions. The Gottwald Port Technology GmbH is a company with a long tradition founded in 1906 with headquarters and parent plant in Düsseldorf. The company has been guaranteeing professional harbour technology for over 100 years.

The Gottwald Port Technology GmbH is a 100% subsidiary of the Demag Cranes AG.

### Projects:

Company-wide continual staff training (SAP, CAD, and Microsoft Office)

### Authors: 5

### Modules:

Demo mode and documentation function

### Focus:

- | Employees qualification
- | Productivity increase
- | Optimization of logistic and internal processes of coordination
- | Meet customer requirements

## Company-wide staff training with datango

### The Challenge

The Gottwald Port Technology GmbH is a globally active leader in the market for harbour crane technology and logistics maintaining a worldwide network of sales and service stations. Consequently smooth logistics operations and the management of key internal business processes play a central role in the Gottwald Port Technology GmbH. This is made even more notable on account of the fact that the company is dedicated to offering their customers flexible and immediate service.

The Gottwald Port Technology GmbH leases their computer workstations, so they can be replaced with upgrades every three years. Company software is upgraded at regular intervals for the same reason making staff training a key concern; 600 employees have to become familiarized with new software versions the quickest and most convenient way.

### The Solution

By using the datango knowledge suite (dks), the Gottwald Port Technology GmbH is able to offer its employees training tailored to company applications and requirements featuring the just-in-time learning approach. The Gottwald Port Technology GmbH first experienced the datango knowledge suite when it was applied for learning SAP applications.

It began with the release of a new SAP application at the end of 2004. 500 employees work with SAP in the organization – all global company processes at the Gottwald Port Technology GmbH are administered and reproduced with SAP (for instance logistics, Human Resources, controlling, project systems, and inventory control). This helped the decision-makers in the IT department in their choice for a smooth rollout of the new SAP release.

Owing to the positive experience they made with the SAP application, the Gottwald Port Technology GmbH purchased a general license and expanded the datango knowledge suite field of application to include CAD and Microsoft Office 2003. CAD is being used by numerous technical designers, whereas 600 employees use Microsoft Office 2003 in their daily operations.



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### The Result

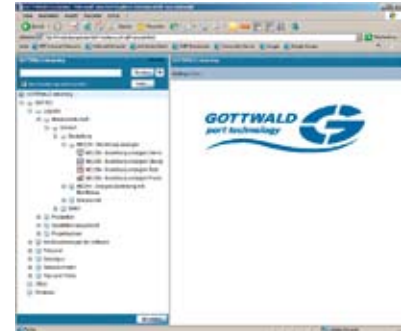
Five authors have already recorded 40 training lessons for SAP and 100 for Microsoft Office and CAD. These lessons are being used by approximately 600 users.

Up until now the authors have been using mainly the datango knowledge suite's Demo Mode and documentation function. It is however being planned to increase use of the other modes in the future – especially the live navigation support, the first and only live system worldwide.

The company has confirmed an increase in staff efficiency in the software rollout project using the datango knowledge suite. Mario Kornmesser, Intranet IT Manager of Gottwald Port Technology GmbH: "The unequalled advantage of the datango knowledge suite lies in the new training approach. Through just-in-time learning, we can qualify our employees anytime and deliver information context-sensitively. The staff has come to appreciate the new independent way of training. The company stresses that the increase in staff efficiency and the savings owing to a reduced amount of helpdesk queries are very positive factors."

### The Future

The Gottwald Port Technology GmbH plans to increase use of the datango knowledge suite as it meets this prominent company's training needs. Currently a software rollout for Microsoft Office 2007 and another training course for the SAP system is being planned. An intermediate-term project aided by datango involving the implementation of a SAP web portal for suppliers is also planned. Owing to its internationality, the Gottwald Port Technology GmbH will also intensify use of the re-recording function of the datango knowledge suite. This function converts previously recorded datango lessons effortlessly into other languages.



### datango AG

*datango AG was founded in Berlin in 1999 and boasts subsidiaries also in a number of European countries and in the United States.*

*As one of the leading providers of Electronic Performance Support Systems (EPSS), it offers companies complete software solutions for the entire lifecycle of an application - from project design and initial implementation to user support.*

*The datango AG has developed a live navigation support, that provides optimal just-in-time learning for the end user.*

*datango AG's clients include Bosch, Bayer Schering Pharma, e.on and SPAR.*

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