



## User-friendliness becomes a top priority at ING



### The Company

Headquartered in Amsterdam, Dutch company ING is a global financial services company which provides banking, insurance and asset management services in over 50 countries. It has 120,000 employees worldwide which cater for a broad customer base including private individuals, families, from small to large corporations, institutions and governments. Based on market capitalization, ING is one of the 10 largest financial institutions worldwide and is ranked in the Top 10 in Europe.

### Project:

Support for 35,000 endusers regarding the Oracle-based Human Resources system

## datango provides ING with integrated end user support solution

### The Challenge

In 2006, ING decided that it needed assistance with its Oracle-based Human Resources system to make the system's user support function more user-friendly. The problem facing the global financial services company was that the support function was not easily accessible for the end user, making it extremely difficult for ING employees to find the necessary support material to carry out simple daily tasks.

ING decided to go ahead with datango's Knowledge and Performance Solution (KPS), which is designed to deliver training and performance support for mission critical applications to increase productivity. It should be rolled out to 35,000 users.

Naomi Birnbaum (Capgemini Project Manager Oracle HR) explains why ING opted to work with this solution:

"The software was exactly what we needed and the provider was able to offer us proactive support which we greatly welcomed. Also, a major bonus was they could assist us with implementing the solution."

A big challenge for ING was that end users could not rely on the Human Resources ERP System's support function to satisfy their questions and problems as it was too time-consuming and difficult to access the support information. This meant that the ING helpdesk was overloaded with queries on how to find the information needed. In addition, users in various roles were using the system differently which meant that there was a lack of consistency amongst the users.

### The Solution

Technically, the group needed a more effective process to maximize the value from its Human Resources system. At this point the Knowledge and Performance Solution should help, which includes software and services. "All the support material for the system would be easily accessible with KPS and effort would be made to ensure that the support would be as proactive as possible to meet end user needs," Naomi says.



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The proactive support functionality was key for ING, offering invaluable assistance such as change notification alerts when changes were made to the Human Resources system, thus helping to reduce inaccurate usage of the system and in turn to improve the performance process. In addition, context-sensitive support ensures that the user receives the relevant help function corresponding to the screen which is being accessed at that given time. Naomi: "This integrated and easy to use system that will keep ING's workforce up-to-date on changes in business critical systems throughout the whole application life-cycle."

The implementation was a technical challenge as the solution had to be customized so that it would work within one of the most complex technical infrastructures in the world. "During the test period, a lot of customization had to be done because ING has a very secure and lock-down environment but they were able to do this very successfully," says Naomi. A global agreement was signed with ING, and in February 2007, the solution was rolled out to the 35,000 users.

### The Result

Putting the time and effort into customizing the solution for ING and smoothing out any technical glitches during the test period has paid off. ING employees were able to learn how to use the easy tool through on-the-job training. This has eliminated the need for intensive in-house training sessions which take time and money to organize.

Gone are the days where the ING Helpdesk was burdened with trivial questions about how to find the appropriate support function for the system and the Human Resources EPR system has become more efficient and productive. ING has hired a developer responsible for maintaining the system's content.

The feedback after the test period has been positive. "The end users are happy with the support solution, and it is running very smoothly. We are confident that the solution will help reduce the burden on the helpdesk and improve customer satisfaction," Naomi concludes.

### 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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