



Just-in-time help for 10,000 employees

Intergamma

The Company

Intergamma B.V is a Dutch franchise organization for large-scale DIY stores in the Netherlands and Belgium. With its shops formulas GAMMA and KAR-WEI, Intergamma is the market leader in the DIY market in the Benelux. In Europe, Intergamma ranks among the fifteen largest operations.

Intergamma supplies its franchisees with a complete range of professional services, such as per formula merchandising, marketing, advertising and sales support. Furthermore, Intergamma supplies services in the field of training, automation and logistics.

Project:

Interaxi on Oracle Platform

Authors: 3

Users: 10,000

Modules:

demo, practice and test mode

Over night: Successful software rollout at Intergamma

The Challenge

In the summer of 2007 Intergamma was to have a complete new IT-infrastructure and new IT-systems in its 350 stores. The project was called Interaxi. Three main work fields were affected: the back offices, the cash registers at the stores and the handheld terminals, which are for example used for counting the stock and scanning in the reception of goods.

The greatest challenge was to train the 10,000 employees in the stores how to use the new software system. A store with about 50 to 60 employees got six weeks in advance to train all their staff. The learning content was made available directly on the computers at the stores so that employees at each store could follow the simulated demonstrations of their new software environment. They also had the opportunity to practice and test themselves with the help of the practice and test mode. At the end of this period a store was converted to the new system overnight. On opening customers should not notice stores were working with a new system.

The Solution

Intergamma started to look for a tool which could support the training for all 10,000 employees and would prepare them well for the current changes and also for similar challenges in the future.

Intergamma required a tool, which allowed the company to create and distribute the training content by itself to ensure that it was done exactly how and when they needed it.

The datango software offered the perfect solution. The main reason to go with datango's e-learning and electronic performance support technology was, that all learning contents could be developed inhouse and Intergamma did not require any support of a training company. Moreover datango's capturing tool was easy to handle and applicable for Intergamma's Oracle platform.

A couple of months later, the rollout was kicked off. Per store it was done over night in order to assure a smooth change over and no interruption in the stores. The following day all employees were provided with new hard and software to work with.



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The Result

The first challenging step of preparing the staff for the day of the software rollout was taken successfully. After only a few weeks of learning and practice, the Intergamma staff was ready to work with the new application without further support of demo, practice or test units.

During the whole process, Intergamma did not have to spend anything on travel expenses and was able to save the valuable working time of staff going to the headquarters and taking part in a traditional class room training.

As Intergamma expands continuously, there are always new employees in need of training. This challenge was also quickly addressed using datango learning content, which since then has helped every new employee to become familiar with the system. Intergamma has made the contents available to everyone and all employees have access to the learning contents, whenever they need support.

Peter Jonker, training manager at Intergamma: "With the help of datango we managed to get 10.000 people prepared to do their daily work with our new system successfully. Thanks to datango, the software rollout of our new system could be achieved in a relatively short time without noteworthy problems."

The Future

Intergamma is planning on starting new projects, which shall help new employees gain more knowledge about the company and will use datango technology to make sure those projects are supported successfully.



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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