



## eLearning at the Globally Active MAN Group of Companies



### The Company

With some 60,000 employees in 120 countries, MAN AG is one of the leading groups of affiliated engineering companies in Europe. The MAN Group is a leader on the market in system engineering focusing on these five core areas: commercial vehicles, industrial services, printing systems, diesel engines and turbomachines.

The MAN Roland Druckmaschinen AG, a MAN subsidiary company, is the second largest manufacturer of printing systems and the world's leader in web-fed offset printing. This company with main locations in Offenbach, Augsburg and Plauen employs about 9,000 workers. Web-fed and sheet offset printing machines and digital printing systems provide solutions in the advertising, publishing and packaging industries – from small format sheet-fed printing machines to newspaper printing systems for large-scale productions.

#### Project:

eProcurement platform MAN2B

**Users:** 3,000

#### Module:

Documentation, Demo, Practice, Test, Concurrent

#### Focus:

Changeover to a new, web-based version of Documentum

## Training and Online Support at MAN for 3,000 Users of their B2B Platform

### The Challenge

The MAN AG has a central platform for eProcurement over which all the associated companies of the MAN Group can access goods. The aim of this platform is to provide more transparency and to lower the cost of procurement.

First and foremost, in line with the project known as MAN2B, cooperative procurement was to be encouraged. The catalogue system used until this time contained approximately one million articles and 30 different providers. Online auctions occurred at regular intervals in which raw materials and manufacturing supplies could be obtained. With efficient use the savings potential of this platform adds up to 15 %.

The challenge facing the MAN Roland Druckmaschinen AG subsidiary of MAN AG was to efficiently integrate the platform into the day-to-day work routines of each and every employee. Over 3,000 employees distributed over different locations had to be trained to operate the new system. This was to occur as quickly, simply and cost-effectively as possible. At the same time employee acceptance of the new system and motivation was to be increased.

### The Solution

The customizable, context-sensitive online help system from datango was successfully launched in the summer of 2004. Aided by 23 eLearning courses for the 3,000 employees distributed throughout the group of companies, an intended increased usage of the platform was achieved. The eLearning courses produced by the datango software ran smoothly and provided up to 90 % of the users the right information at the time it was needed. This allowed each process to be carried out successfully. Well over 80 % of the courses were completed and user satisfaction was notably high.



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MAN Roland decided to go with datango due to its simplicity and ease of use for the solution is not only easy to learn, but supports as many languages as required. Word documentation of the processes is produced at the same time the online eLearning courses are created.

At MAN Roland all four of the datango trainer course modes were offered: the Demo mode, the Practice mode, the Test mode and the Concurrent mode. In this way users can either view the platform processes in film form, learn the process by interactive practice, test their knowledge or access the step-by-step help which datango produces directly out of the application.

### The Result

The MAN2B platform contains about one million catalogued articles from 30 providers. Three thousand MAN employees make use of this system throughout the group of companies. Over 8,000 orders per month with a strong upwards trend speak for themselves.

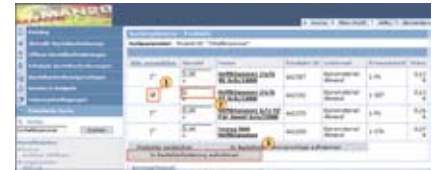
### The Future

MAN intends to create more courses using datango in the future. These will then be produced in English. Furthermore it has been planned to implement the datango navigation mode in real time, which guides the user step-by-step through the process like a wizard.

#### Jürgen Busse,

#### **E-Business Solutions Analyst, MAN Roland Druckmaschinen AG:**

*"The rollout of our B2B platform was strongly accelerated with eLearning. Together with datango, a reliable and competent partner, we were able to implement further operational developments with a marginal investment in training effort. 80 % of the users' queries could be answered with this system. Our employees and customers appreciate the eLearning courses and perceive them as being extremely helpful."*



### 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.*