



## User Training and Online-Support for the SAP Travel Management Application at T-Com



### The Company

*T-Com, constituting approximately 41.7 million narrow band and about 7.7 million broadband connections, provides one of the largest landline infrastructures in Europe. In Germany T-Com has both private customers and small businesses in its client base. T-Com, also present in Hungary, Macedonia, Montenegro, Croatia and Slovakia, achieved a sales volume of approx. 19.5 million euros by the end of the 2005 third quarter.*

#### Project:

SAP Travel Management

**Users:** 140,000

#### Modules:

Documentation, Demo, Practice, Concurrent, Navigation

#### Focus:

Changeover from paper to computer based Travel Management

## SAP Travel Management at T-Com, eLearning for 140,000 Employees with datango

### The Challenge

In 2004, T-Com decided for economic reasons to convert their entire business travel booking and reporting system from paper to computer. Employees were to report their travel costs and subsequently book the trip over SAP Travel Management themselves.

The IT department of T-Com Human Resources was faced with the challenge of training 140,000 employees to perform reporting processes for their own business travel as quickly as possible. The corporation's own travel policies were to be used as a guideline.

### The Solution

To achieve a high level of employee satisfaction, increased use of SAP Travel Management and to achieve a low margin of error a tool was needed that gave quick answers to specific questions.

T-Com found their way to datango in October 2004 in their search for a customizable context-sensitive online help system. At the start of 2005 the decision was made to go with datango AG and the system was launched already in March.

datango's online help system is closely connected with SAP Travel Management and offers a context-sensitive interactive live system. The datango assistant can be called up in the current application and provides immediate support; the user is guided through the lesson step-by-step until it is completed. Just as if a member of the Service Center staff were personally at the user's disposal. Specific regulations or guidelines, such as tax issues regarding travel cost deductions, are communicated at the precise moment they are needed.

Training and support documentation are created at the same time this help system are produced. Text and screenshots are automatically generated without added effort at the same time the online tours are being recorded.



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The option of immediately providing new process steps with a support system was a vital factor in the decision to go with datango. In this way the process' quality increases considerably for the user over the entire life cycle of the application.

Let's say for example a change has been made in business trip deduction laws in the morning, then an added process step can be created within the hour by datango and quickly integrated into the travel management system. In the afternoon users can access it directly within the system and smoothly process the routine.

### The Result

By taking a look at statistics and comparing results before and after implementation of the datango online help system, T-Com discovered a strong increase in voluntary use of the SAP Travel Management system – at a rate of over 80 %.

The (online) accounting system has been the fundamental method used by T-Com for their business travel accounting since October 2005. Excel sheets are being still used but only on very rare occasions.

### The Future

T-Com is researching the possibilities of integrating additional functionality into the existing portal and is above all keeping a travel planning system in mind. datango AG is ready to support this new application in 2006.

#### **Günter Müller,**

#### **Executive Vice President HR IT Management T-Com Headquarters:**

*"Because of an agreement between the works committee and management for a voluntary cooperation of over 100,000 users we had to rely on the highly complex Employee Self Services travel cost reporting system. The datango application implementation along with other supporting measures brought us ahead!"*



### **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.*

Quickest way to contact datango:

**datango AG** | Schönhauser Allee 10-11 | 10119 Berlin | Germany | Phone: +49 30 443 550 | Fax: +49 30 443 55 222  
**datango Inc.** | 6 Lyberty Way | Suite 203 | Westford | MA 01886 | USA | Phone: +1 877 945 7257 | Fax: +1 781 890 4505

For other locations and contacts visit our homepage: [www.datango.com](http://www.datango.com) | Email: [info@datango.com](mailto:info@datango.com)