



WAZ Group User Training and Online Support for the SAP Travel Management Application

WAZ MEDIEN GRUPPE

The Company

The WAZ Media Group is headquartered in Essen. It has grown since the mid 1980s to become one of the most distinguished European media organizations on account of their strategic German and international investments. Today the group has a total sales volume of approximately 2 billion euros and employs a staff of about 16,000.

The media group's flagship product is the Westdeutsche Allgemeine Zeitung (WAZ). The WAZ is Germany's top regional newspaper with a production run of some 580,000 issues.

Original application:

SAP Travel Management

Authors: 2

Modules:

Demo, practice, documentation, online help/navigation

Lesson units:

5 + online tour and navigation

Focus:

Staff training and savings in travel management

WAZ Group launch of SAP Travel Management

The Challenge

The WAZ Media Group converted from a paper-oriented travel cost, planning, booking and accounts process to a new automated system in the spring of 2006. By using SAP Travel Management, bookings and expense reports are now carried out by each staff member independently, whereby the whole process is shortened and made more efficient.

This changeover meant that, in the shortest time possible, the employees had to get used to the functions, a new user interface and navigation of an unfamiliar application.

Training the employees in a conventional classroom setting would have been too inconvenient and costly on account of varying work shifts and geographic dispersal. WAZ needed to find a solution that would effectively train their employees to use Travel Management.

The Solution

WAZ decided to go with datango's electronic training support because it was the only authoring software that offered context-sensitive support in the live Travel Management application. In addition, datango made it easy to expand the application to include company-specific help content. Since implementation, around 650 employees have been benefiting from the datango training and support modules (demo, practice, documentation, online help and navigation), created by only two authors. And not only that, documentation and training can be kept current without a great deal of time or effort by applying the re-recording function.

datango's simple to use web-based solution helped WAZ employees get up to speed quickly on the new system and reduced training costs. Now each potential business traveler is able to easily learn how to use SAP Travel.



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Potential Benefits

Hein-Frieder Pfalz, Managing Director of administrative systems for the IVO business division at WAZ Media Group has some very good things to say about datango online support solution: "We have approximately 4,500 employees working in the Ruhr Valley. Any one of them may need to make a business trip.

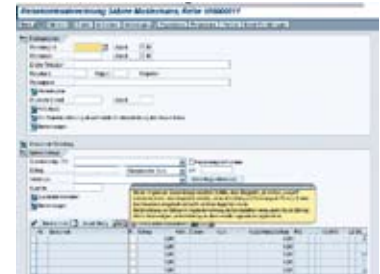
This is where online support developed by datango comes in; it minimizes the need for an expensive user support system and at the same time reduces erroneous input." datango software revealed a considerable savings potential for the WAZ Media Group regarding employee training and conventional classroom instruction. datango's navigation software enables employees to correctly input data into the Travel Management system for optimal work-flow efficiency.

Authors were even able to considerably reduce the time and effort it takes to create detailed but transparent user documentation by generating documents automatically with datango.

The Future

The implementation of the Travel Management solution was such a success that the WAZ Media Group plans to launch it in all their German companies. The first roll-outs are already scheduled and include datango's indispensable training solution.

And not only that, the personnel department is planning to implement datango to document HR procedures for Quality Assurance. The use of datango for other network applications is currently being assessed.



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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