CASE STUDY : SURS (STATE UNIVERSITIES RETIREMENT SYSTEM)

HIGHLIGHTS

Situation

- After changing BI systems to SAP BusinessObjects, SURS required affordable remote training

- Flexibility in scheduling training sessions was very important

- There was also a need for ad hoc support and consulting

Solution

Instant Access from WCI provided:

- A variety of online training modules

- Training included Introduction, Intermediate and Advanced sessions

- The training was customized to the SURS environment

- Questions after sessions were answered quickly and effectively with step-by-step instructions

Success

Use of Instant Access resulted in:

- Increased understanding of SAP BusinessObjects

- Enhanced productivity

- Improved end user adoption

Situation

SURS (State Universities Retirement System) is an organization located in Illinois that works to secure and deliver retirement benefits to its members. Recently SURS changed business intelligence solution providers to SAP BusinessObjects Edge. Doug Steele, Director of Applications and Research, knew that the switch would entail training to get comfortable with the SAP BusinessObjects environment but was hesitant to spend large amounts of time and resources to hire a full-time consultant.

Steele looked for a solution that would be able to provide comprehensive online training with a flexible program to accommodate his team's busy schedule. It was also important that besides training there would be opportunities to ask questions as they came up, whether it was just days or months after training. Steele knew that having an onsite consultant to address intermittent concerns just wasn't an option; he really wanted something that could be used remotely and only when help or training was needed.

> *"Having an onsite consultant to provide Business Objects training wasn't a realistic solution for an organization like ourselves. Instant Access was exactly what we needed."*
>
> *– Doug Steele*

After discussing various options, Steele was put in touch with WCI Consulting, who provided SAP BusinessObjects online training, support and consulting through an offering called Instant Access.

This solution perfectly met the need for a self-paced remote learning system while remaining within the confines of the budget.

Solution

Instant Access from WCI Consulting provided SURS with Introduction, Intermediate and Advanced online SAP BusinessObjects training sessions. Each lesson was customized to SURS unique environment and attendees were able to use the hands-on concepts live while in training to increase retention and understanding of various subjects.

After several months of use the highlights as noted by Steele include:

Efficient Training

"The online training sessions were an effective use of my time and I didn't have to worry about asking all of the questions then and there, as I knew I had Instant Access to aid me whenever they did come up."

Quick Problem Resolution

"Everything I've come across so far has been answered quickly and I've been able to learn what to do so I don't need to ask for help the next time the same issue comes up."

Thorough Answers

"When going over how to construct a particular report, WCI didn't just do it for me but went over the steps involved so I could recreate the process myself when I came across it again."

Success

As a result of implementing Instant Access, SURS has experienced:

Improved Understanding of SAP BusinessObjects

The subjects in the online training provided SURS with in-depth knowledge of Dashboards, Web Intelligence, Explorer, Crystal Reports, Universe Training, Data Services and more. Since the topics were covered in a flexible schedule, SURS was able to work at their own pace and avoid departmental disruption to maintain the day-to-day output.

Enhanced Productivity

SURS relies on the data stored in SAP BusinessObjects software and when small complications affect the efficiency of the system, the entire organization feels the effects. Through Instant Access, issues are resolved before they can become prolonged problems and in turn impact client satisfaction.

Increased End User Adoption

Through online training that was specifically tailored to the SURS environment, session attendees were able to grasp concepts effectively since the lessons were directly related to the current company situation.