

Success Story

SAP BI/ BW Training for Largest Diversified Group in Oman

About the Client: The Group has diverse activities in the areas of Automotive Dealerships, Construction and Agricultural Equipment, Special/ Oilfield Equipment, Tyres, Batteries and Other Components, Travel and Car Rentals etc. They have implemented SAP since past few years and have undertaken a enterprise wide SAP BI/ BW implementation. Their End Users and Business Users required Professional Training on SAP BI/ BW 7.0.

Challenges:

- Users had diverse profiles from IT administrators to Accounts and Manufacturing departments. It was very difficult to train all of them together considering their exposure levels to IT solutions.
- The customer wanted SAP's training modules BW305 - Enterprise Reporting, Query and Analysis (Part 1), BW310 - BW Enterprise Data Warehousing, BW370 - BW Integrated Planning, BW350 - Data Acquisition, BW380 - BW Data Mining and the Analysis Process Designer and additional topics such as Data warehouse fundamentals, architecture, Multi dimensional Modelling, BW extended Star Schema, InfoCubes, InfoPackage, InfoSource, InfoSpokes, InfoSets, ODS, extraction from LO Cockpit, BEx reporting, BEx Query Designer, BEx Analyzer, UDC, BW integration with APO and XI, BPS etc.
- The customer expected that the training be conducted onsite using the customer's own data and business model.
- This content would require at least 50 days training as per SAP's recommendations. However the client wanted to cover this in just 14 days which meant deployment of very senior consultants who had the in depth knowledge of BW 7.0. The reason being trainees could not be spared for a long time of 50 days and the budget constraints.

Solution: We deployed two very senior BI Consultants who besides SAP BW had extensive knowledge of various BI technologies including BusinessObjects, Cognos etc. They exhaustively prepared the customized training contents for more than one month prior to the start of the assignment. They also spent 2 extra days onsite to study the existing the customer's present SAP installation and the business model. They conducted 10 hours of training sessions each day to successfully deliver the planned training program. This consisted of 4-5 hours of classroom training followed with a number of exercises in which the trainees had hands on experience of using learnt concepts. Personal hand holding was provided during this exercise. A test was conducted on the last day of each week to assess the progress of the trainees and the results were shared with the customer's management.

Result: The users gave an excellent feedback; the customer had a successful BW 7.0 implementation later.