SUCCESS STORY

Chips Group within Orkla prepares employees at SAP Go-live

Chips Group within Orkla was going to implement SAP within multiple companies. After massive challenges during previous implementations, great effort was needed to prepare the organization for the change. Chips Group chose to conduct a knowledge transfer project where Peritum created a tailored solution for preparing the end users.

The challenge

Chips Group within Orkla was going to implement SAP within multiple companies. After massive challenges during previous implementations, the board realized that real effort was needed to prepare the organization for the change. It was also crucial that everything would function directly at Go-Live.

The solution

The goal was to ensure that the end user would be able to work in the new business system from the first day of Go-Live. To solve this, we began to inventory and prioritize which work tasks that were critical for the organization within each functional area. Based on this priority, we created step-by-step instructions that described how the prioritized work tasks should be executed. We then created role based training packages that put the work tasks in a context; *how* they are connected, *which* role that is responsible for completing the work task and *when* the work task should be executed.

"As a supplier, Peritum is all about doing and less about talking. During the entire project, regardless if it was project management or facilitation of education material, they were professional, available and flexible"

JOHAN HANSSON

PROGRAM MANAGER, CHIPS GROUP

The result

A total of 300 step-by-step instructions and 27 training packages were created and used to educate the employees before Go-Live. A total of 6000 hours of internal training was conducted before both launches. At Go-Live, the end users were ready to handle their daily work in the new business system. The backup teams that were on stand-by didn't need to engage and both implementations could be performed without any impact on the ability to deliver to the client.

"We would never have been able to achieve this result without Peritum. The board had not realized what prepared end users would mean in regards to time and resources. Peritum demonstrated in a very clear wat, what Change Management actually is. Their concept with processes and methods to prepare the end users actually works!"

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