How Can Empowering a Workforce During a New ERP Rollout Smooth the Transition?

Processing 75 million tons of grain and oilseeds into animal feed, cooking oils, and cereals

Helping feed the world since 1818, Bunge Limited operates an integrated value chain linking grain and oilseed origination, storage, transportation, processing, packaging, and distribution. With a rapidly expanding ERP footprint in Brazil, the firm was presented with two immediate challenges. It needed to quickly onboard its people to use new systems and equip the change management team to handle the fast pace of change in its technology landscape. Wanting to facilitate a smooth technology rollout, Bunge sought to harmonize various project activities without disrupting business operations while identifying training requirements and technical gaps within its landscape.
Bunge optimized training delivery and improved service support, radically transforming its change management processes.

Using data gleaned from the cloud edition of the SAP® User Experience Management application by Knoa, Bunge Limited ensured a smooth rollout of the SAP ERP application by:

• Instituting a more rigorous change management process, giving functional support teams clear visibility into the IT landscape changes likely to impact end users
• Better targeting training delivery to specific user needs, using detailed information on errors encountered by users in the integrated test phase – reducing overall training time by half
• Prioritizing training efforts before go-live through understanding application usage, ensuring maximum support
• Effectively assessing employee proficiency with SAP solutions, leading to the adoption of an empirical assessment as a standard component of its certification program
• Using real-time user experience data to improve support processes, reducing the time needed to investigate new issues
• Identifying knowledge base requirements for support staff, improving their ability to respond to user-reported issues

“While our change management analysts are not experts in every aspect of our SAP technology landscape – with the cloud edition of SAP User Experience Management by Knoa, we have data-driven insights helping us to identify and resolve issues.”

Rita Souza, CMO Lead, Bunge Limited