SAP® Training and Adoption: Customer Successes
Learning how and when you want with SAP Learning Hub
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Build and maintain skills with digital learning from SAP

Success depends on becoming proficient quickly with new systems and applications. This takes serious training for inexperienced users and seasoned pros alike. With SAP® Learning Hub, you can join a growing community of learners and access learning journeys, self-paced e-learning courses, expert-led live sessions, and collaborative social learning rooms – from anywhere – for one affordable annual subscription fee. Empower your entire workforce with the needed skills for digital project success and maximized software adoption. SAP Learning Hub helps you achieve your learning goals.

Meeting Your Business Challenges

- SAP Live Access: Hone your skills by practicing hands-on on live, preconfigured SAP training systems with SAP Live Access.
- Keeping Skills Current: Frequent software releases require continual refreshing of skills.
- Enabling Fresh Talent: A productivity on-ramp for inexperienced hires.
- Certification Prep: Learning paths for exams for the SAP Global Certification program.
- Learning Journeys: Follow SAP guidance through visual Learning Journeys, specific to your role and learning goals.
- Real-World Guidance and Instruction: Interaction with experts from SAP to enrich know-how.
- Leveraging Innovation: Rapid training for new roles, applications, and processes.

Customer Success Stories

Beginning on the next page, discover how some of our customers are using SAP Learning Hub to make the most of their SAP solutions.
Companies around the world rely on 1218 Global HR Solutions consultants as they adopt, implement, and manage strategic deployments of SAP® SuccessFactors® solutions. To keep pace with rapidly advancing technology, these consultants must hone their analytical skills, product knowledge, technical expertise, and leadership continually to help clients migrate, implement, and upgrade their HR software. To deliver maximum performance, 1218 Global HR Solutions sought a comprehensive platform with extensive e-learning capabilities, accessible anytime, anywhere.

1218 Global HR Solutions relies on on-demand access to learning content to keep consultants compliant with the SAP® ecosystem.

As a long-term SAP partner, 1218 Global HR Solutions trains its consultants with SAP® Learning Hub to:

• Increase their capabilities as trusted advisors for customers of SAP SuccessFactors® solutions
• Gain certification and compliance with SAP partner requirements
• Upskill expertise across all SAP SuccessFactors solutions to deliver strategic business consulting for HR operations
• Provide necessary skills to support digital transformations of HR processes, both on premise and in the cloud
• Advance individual developmental goals while achieving new levels of competence and expertise in specific HR focus areas
• Offer unparalleled expertise in SAP SuccessFactors solutions thanks to direct access to instructor resources, hands-on experience with the solutions, and Q&A sessions, all made possible through SAP Learning Hub

“Our consultant teams have built up unparalleled expertise in SAP SuccessFactors solutions thanks to SAP Learning Hub. Our customers count on us to provide the services they need for dynamic, transformative HR implementations, and we deliver”

—Shantanu Singh, Delivery Manager, SAP SuccessFactors Solutions, 1218 Global HR Solutions
Providing training services for thousands of IT project team members each year as a leading provider of IT consultancy solutions, Altran Deutschland S.A.S. & Co. KG assists its global customers in achieving digital transformation through implementation of advanced enterprise software and next-generation ERP solutions. Altran wanted its consultants to understand the full capabilities of the solutions they deploy so they could help customers use them effectively. To achieve this, they established a centralized e-learning platform to help both consultants and customers develop the skills they need to maximize the value gained from the software.

With the know-how to use advanced software capabilities, Altran is helping its customers run their operations more efficiently.

By deploying SAP® Learning Hub, Altran Deutschland S.A.S. & Co. KG has been able to:
• Centralize training and administration for a global workforce based in more than 30 countries
• Offer 24x7 access to a wide range of training content, simulation tools, and learning maps
• Enable a multinational staff to train using material in their native language
• Improve consultants’ test scores from 30% to 83% after 12 months of using SAP Learning Hub
• Support consultants advising on and implementing SAP software projects for customers
• Help customers’ users and managers harness the full potential of their SAP solutions in day-to-day tasks
• Provide personalized training and certification programs based on users’ individual roles and requirements
• Create and deliver tailored training materials using the SAP Enable Now solution

“SAP Learning Hub helped us close knowledge gaps and provide both our consultants and our customers with the skills they need to make the most of SAP software.”

— Dr. Aydin Demir, Senior Expert, SAP Supply Chain Expertise Center, Altran Deutschland S.A.S. & Co. KG
For IT consultants at Camelot IT Lab, knowledge is the key to success. The market is highly competitive, and clients expect in-depth expertise in the latest SAP technologies. Conventional classroom courses are not the ideal way for us to gain this expertise. They take place at fixed times, are difficult to coordinate, and do not fully address the specific needs of Camelot IT Lab’s SAP specialists. A new, flexible, digital approach to learning was needed to ensure that the company remains competitive in the future.

Camelot consultants all around the world can access [SAP® Learning Hub](https://www.sap.com) at any time. And they all select the content that is actually relevant to them.

- Consultants can instantly learn about the latest technologies as training content can be accessed immediately after it is published by SAP.
- Employees are not bound to fixed training days and complete training courses much faster.
- Preconfigured training systems are immediately available for all content – for quick, hands-on training exercises.
- Almost all of the 40 or so time-and cost-intensive classroom training courses were replaced by e-learning.
- More effective knowledge transfer thanks to interactive features, 24x7 access to all content, and the freedom to complete courses at the learner’s own pace.
- The easy-to-use, modern user experience increases employee engagement and training success rates.
- Detailed performance monitoring provides a constant overview of each employee’s level of knowledge and supports quality assurance.
- A significantly higher level of communication between tutors and learners compared to conventional training.

“We have to ensure that our consultants are always certified for new SAP technologies. **Speed and quality are essential** in this. SAP Learning Hub has enabled us to reach a new level in both of these respects – while making considerable savings at the same time.”

— Stefan Krüger, Head of HR Development, Camelot IT Lab
DXC Technology Company – built from the services branches of Hewlett Packard Company, Electronic Data Systems, and Computer Sciences Corporation – is among the world’s leading independent IT services firms. It helps clients across industries transform enterprise IT operations, security systems, data management, and analytics to ensure continued success. DXC prioritizes sustainability through diverse philanthropic initiatives and collaboration through a 200-member partner network. To boost employee engagement and professional growth, it just embarked on a program to certify consultants in top enterprise software solutions.

DXC updated its training program to help staff consultants master and deploy the latest cloud solutions from SAP.

The implementation team for SAP® Learning Hub helped DXC Technology Company:
• Certify 409 consultants in cloud solutions from SAP during the second year, quadrupling the existing count
• Standardize learning, so that all participants follow a specific minimum set of learning journeys
• Identify which additional learning journeys should be assigned to each DXC consultant
• Run biweekly calls for program owners to discuss best practices and engagement strategies
• Offer consultants Webinars run by SAP experts and set up communities of practice to exchange ideas
• Review the progress of the program in quarterly business reports
• Deliver a monthly newsletter describing updates to SAP Learning Hub and listing the schedule for live sessions
• Have a way to alert managers when consultants are falling behind on timelines for completing their learning journeys
• Demonstrate to clients that it has certified, credible, skilled people that can help with their digital transformations
• Support a 16% growth in digital revenue

“Using the full scope of SAP Learning Hub and partnering with SAP to design and implement a new learning program has delighted our customers, our SAP professionals, and our bottom line.”

— Helena Schoeman, Training and Talent Partner, Dimension Data Holdings PLC
A longtime SAP partner, EY has a large team of consultants who are experienced in SAP software technology. To stay up to date and on the cutting edge of SAP innovation, they use SAP Learning Hub.

**Before: Challenges and Opportunities**
- Build a better, more sustainable working world for customers and EY consultants
- Inspire customer confidence with the most up-to-date knowledge of SAP software technology
- Provide consultants with a flexible digital learning solution to help them stay current and upskill on SAP software–related topics in a way that is efficient and convenient for them

**Why SAP**
- SAP Learning Hub for cost-effective, sustainable learning on SAP software and service offerings
- Scalable, on-demand offerings—including self-paced e-courses, online classes and expert sessions, collaborative SAP Learning Rooms, and offline self-study tools that are up to date, personalized, localized, and available 24x7
- Integrated view of all relevant training material through visual Learning Journey guides that include recommended paths to competency

**After: Value-Driven Results**
- Continuous training and enablement on the latest software technology innovations from SAP
- Significant reduction in training-related travel, lowering costs and carbon footprint
- Faster, more efficient learning by allowing consultants to train when it works for them, rather than finding class times that work for everyone
- Clear, solution-specific learning that leads to SAP qualification and certification without increasing the budget
- Facilitated knowledge sharing with SAP experts, EY consultants, and other SAP Learning Hub users
- Innovative gamification options that help build and measure expertise and make learning fun

“EY people love SAP Learning Hub. There is monthly triple-digit growth in membership to the Digital Transformation Learning Room, for example. It saves time and money—and helps us stay on top of the SAP user market.”

— Tim Fuller, Global SAP Go-to-Market Leader, Ernst & Young Global Limited
HCL Technologies Limited

Before: Challenges and Opportunities
• Prepare for upcoming projects and refresh existing consultant knowledge with training
• Evaluate new products from SAP and validate quarterly updates and new features
• Empower consultants with training and certifications so they can better serve clients
• Access all course offerings for SAP® solutions under one umbrella

Why SAP
• SAP Learning Hub, enabling instant online access to the huge knowledge base of SAP Education offerings and other SAP solutions
• Access to content 24x7 on a cloud-based learning management system

After: Value-Driven Results
• More training activities and opportunities with no increase in cost
• Lower average cost per training and faster access to training material and documentation
• Higher consultant productivity

“HCL consultants are maximizing their learning time and productivity through intuitive, easily accessible training. Now, with SAP Learning Hub, they’re bringing greater value to the customer and our company.”
—VP, SAP Practice Head, HCL Technologies Limited

10%–20% Improvement in consultant productivity

>147,000 Employees accessing training materials
IBM Global Business Services China

Keeping 960 consultants on the cutting edge digital transformation is more than a high-level business concept in China – it’s a reality. From initiatives such as “Made in China 2025” to “Internet Plus,” China is undergoing tremendous change. To keep pace with this momentum, IBM Global Business Services China (IBM GBS GCG) is dedicated to offering best-in-class consulting services that help ensure customer success. Its challenge is to keep consultants where they are needed most – at customer sites – while requiring them to stay current with continually advancing technology. IBM GBS GCG needed a top-notch learning platform with anytime, anywhere access to training tools and materials to help ensure every project is a success.

IBM GBS GCG enables personalized, localized, anytime learning that helps its people stay up to date on SAP® solutions.

IBM GBS GCG uses SAP® Learning Hub to enhance consultant knowledge of SAP solutions, resulting in:

- 81% lower external average training cost per consultant (versus traditional offerings)
- Lower cost of training scheduling with the guidance of clear learning paths for specific solutions
- Eight times more training participants covered (versus traditional offerings)
- 11% higher active learner rate, thanks to a company-specific adoption plan
- A user satisfaction rating of 8.8 out of 10 for a pilot course on SAP S/4HANA®
- Greater flexibility and accommodation of a dispersed workforce with fragmented learning times, thanks to immediate and easy access to a modern platform for social learning, peer collaboration, and self-study
- An integrated view of all relevant training material through visual Learning Journey guides that illustrate recommended paths to competency
- Deeper understanding of training materials with 24x7 access to training content, including self-paced e-learning courses, e-books, videos, live sessions with SAP experts, and collaborative SAP Learning Rooms
- Greater passion for learning sparked by a Greater China learning room featuring localized content and events

“The blended learning approach of SAP Learning Hub has enabled our consultants to upskill their knowledge of SAP solutions under the guidance of virtual sessions provided by top-quality professional trainers. **It’s a huge benefit to us – and to our clients.**”

— Tony Xiong, Partner, Enterprise Applications Service Line Leader, IBM Global Business Services China (IBM GBS GCG)
Translating more than 200 workers from classroom learning to on-demand digital learning from exploration and production to innovation and logistics, Petróleos Mexicanos, or PEMEX, operates across the entire oil and gas value chain. Its vast operation makes it a key participant in the economic and social development of Mexico, but the core of the company is its highly trained employees. Keeping them highly trained required a change in the company’s reliance on classroom learning. PEMEX needed a solution that provides employees with anywhere, anytime access to integrated learning content that goes beyond the classroom with superior training, cost, and productivity benefits.

PEMEX is using a stand-alone learning platform for employees to quickly acquire the skills for a company-wide transformation.

With SAP® Learning Hub, PEMEX is:
• Expanding training access to the entire organization for less cost per employee than classroom training
• Delivering complete, cost-effective training on the company’s deployment of 46 SAP solutions
• Developing training tracks focused on core PEMEX business processes
• Motivating employees to embrace digital learning for rapid training and certification
• Providing tailored learning for mission-critical users in IT and finance
• Eliminating specialized training content development and delivery costs
• Reducing the time and cost required to schedule employee training and travel

The most precious resource at PEMEX is its employees. They work under the most stringent safety, health, and environmental standards. With SAP Learning Hub, PEMEX employees get the specialized training they need without the limitations of the classroom.
Ensuring its professionally certified consultants stay up to date with HR technology evolution guiding businesses through HR transformation, Rizing HCM is a specialized human capital management consultancy within the global professional services firm Rizing LLC. As an SAP partner, the firm has deep industry experience and expertise in SAP® technologies. To help customers maximize their investments in sophisticated HR applications, it’s important that Rizing HCM ensures its people are always attuned to constantly evolving HR technology.

Committed to supporting a culture of learning, Rizing HCM equipped its people with access to a comprehensive digital learning platform. The goal? To help its consultants maintain their certifications, gain new skills, and learn at their own pace.

Rizing promotes a culture of learning, equipping its people with an advanced digital learning platform to acquire critical skills.

Rizing HCM gives its consultants access to SAP® Learning Hub to help them stay up to date on the latest innovations from SAP SuccessFactors® solutions, helping the firm:

- Maintain scores of professional certifications in SAP SuccessFactors solutions across the globe and build its reputation as a leader in designing and implementing world-class human capital management solutions
- Offer individualized training to support its people in becoming proficient with SAP SuccessFactors solutions
- Grow its reputation as an employer of choice by offering comprehensive professional development opportunities – helping it attract and retain highly skilled talent
- Enable its employees to complete training requirements and engage with learning activities when it suits their schedules, thanks to on-demand learning materials
- Take advantage of online training content for multiple roles and Learning Journey guides for new consultants, as well as access to SAP Learning Rooms

"With the SAP Learning Hub, our consultants get the specialized training they need to be certified in SAP technologies. This helps them lead complex implementations and confidently guide our customers, providing significant value to HR transformations."

— Luc Hédou, CEO, Rizing HCM
Implementations, support, consulting, outsourcing, training – when it comes to SAP® software systems, companies across Europe rely on ROFF. So as SAP technology continues to evolve, it is critical for ROFF that our consultants keep up with all of the latest developments. However, classroom-based training is expensive and not always possible – often requiring travel – not to mention the effort needed in order to maintain consistent learning materials. ROFF needed a digital learning platform that could give consultants the flexibility to learn on their own schedule and build up their skills as fast as possible.

ROFF gives consultants a flexible and comprehensive learning platform to build the skills they need to help clients succeed.

SAP® Learning Hub provides ROFF with a cost-effective way to keep consultants up to date on changing requirements and maximize their SAP software skills, thanks to:

• 100% faster access with unlimited, 24x7 availability of content and materials in the cloud, allowing on-demand learning, anytime and anywhere
• Lower total cost of ownership, including significant cost reductions per learner, saving the company €872,121 over one year – a 729% ROI
• Double the amount of training per consultant
• Collaborative and social learning that allows expert-to-learner and peer-to-peer communication
• Exam preparation materials for SAP software certifications

“SAP Learning Hub is the perfect tool for training consultants in a way that is faster and guarantees that they can learn at their own pace. Today, we are spending less effort on training with better results, which is critical to guarantee the best support for our clients.”

— Isabel Mota, Training Manager, ROFF
Southern Cross Computing

Supporting the federal government and private enterprise clients in Australia for more than 30 years Southern Cross Computing (SCC) – a division of FinXL IT Professional Services Pty Ltd. – is one of the largest and most established SAP partners in Australia. From technical discovery and systems to project management and support, SCC consultants work tirelessly to help clients make the most of their SAP® software investments. But with little extra time to keep up to date with the latest technology innovations and certificate requirements, SCC consultants needed a way to incorporate continuous learning into their busy schedules. It was time for a flexible, cloud-based learning solution.

Southern Cross Computing empowers consultants with training and certifications to help them better serve government clients.

With cloud-based SAP® Learning Hub, Southern Cross Computing keeps consultants up to date on changing SAP software requirements by:
• Providing on-demand, anywhere access to training resources
• Delivering a cost-effective way to stay on the cutting edge of intelligent innovations and keep pace with rapidly evolving product capabilities
• Giving consultants access to a wide range of up-to-date learning content to support customer needs as they arise, regardless of their previous level of expertise
• Making it possible for consultants to earn SAP PartnerEdge® program certifications and other SAP certifications when it is convenient for them
• Reducing training costs per consultant by nearly eliminating off-site training courses

“SAP Learning Hub has made is easier for us to maintain our certification requirements for the SAP programs and software. It has allowed us to almost completely eliminate the need for off-site training courses.”
— Marcia McKinnon, SAP Services Manager, Southern Cross Computing, a Division of FinXL IT Professional Services Pty Ltd.
United VARs LLP is the leading alliance of SAP solution providers with an overall global coverage. To stay ahead of the technology curve and be market leaders for SAP® software implementations, United VARs members must be continuously enabled with the latest SAP software skills and knowledge. They needed a solution that would facilitate real-time enablement and proficiency to help them stay current with the most recent innovations across the entire SAP software landscape.

**With the professional edition of SAP® Learning Hub, members of United VARs, a global alliance of SAP channel partners, benefit from:**

- Immediate, 24x7 access to a digital learning platform with the latest SAP software training content, including self-paced e-learning courses and live sessions with SAP experts
- Continuous learning with an average of 1.5 courses accessed per month and participation in 99% of the SAP Learning Rooms provided
- Guidance on the best route to solution proficiency with the visual Learning Journey guide, offering an integrated view of all relevant training materials with recommended paths to competency
- A single resource for enablement of more than 800 learners that enhances United VARs’ educational offerings and spans more than 15 SAP solution areas
- Enablement helping their clients become an intelligent enterprise

“We needed an enablement solution as agile as our consultants. The professional edition of SAP Learning Hub helps our members build their skills and stay current by providing 24x7 access to the latest educational content and a whole community of learners.”

— Alexander Herfort, Head of Business Development, United VARs LLP
Shanghai Wise Consulting Co. Ltd.

Serving more than 100 enterprise customers in China with technical consulting and implementation services guiding enterprises through digital transformation, Shanghai Wise Consulting Co. Ltd. (Wise Consulting) is an SAP partner and one of the leading domestic consulting and delivery teams in China. Seeking to achieve continuous growth in a fast-expanding market, the company needs to ensure its consultants remain certified and knowledgeable across the latest SAP solutions. To support this goal, Wise Consulting sought to adopt a digital learning platform to keep its consultants up to date with SAP technologies despite having limited time for traditional classroom training.

Wise Consulting embraced a modern learning platform to keep its people in sync with advanced digitalization technologies.

To help ensure its consultants’ skills and competencies in SAP technologies are up to date, Shanghai Wise Consulting Co. Ltd. (Wise Consulting) used SAP Learning Hub, gaining:

- A flexible and effective learning methodology and tools for SAP software and solutions
- Anytime, anywhere access to training content, supporting its users with fragmented learning opportunities – tripling the number of consultants acquiring critical skills compared to traditional classroom training
- Access to various innovative learning formats such as Learning Journey guides, e-books, SAP Learning Rooms, and peer collaboration – helping its people complete the professional development path for SAP solutions and raising user satisfaction to 100%
- Locally customized learning resources and expert sessions, increasing user engagement by 20%
- Savings on training costs, reducing the overall training investment by 20%

“Benefiting from the flexibility and scalability of the blended learning offerings from SAP, consultants at Shanghai Wise Consulting maximize their knowledge of and skills in SAP technologies, leveraging virtual expert sessions through SAP Learning Hub.”

— Webber Xu, VP, Shanghai Wise Consulting Co. Ltd.
Share the Story of Your Organization's Success

If you want to showcase your organization’s success with SAP solutions in a written or video case study, or would like more information about SAP Learning Hub, please visit us online or e-mail us at:

Americas
Europe
APJ & Greater China