SAP Training
Are your people adequately trained to maximize your return from SAP?
Understand the challenges your organization has with SAP

**Background**

Organizations are investing significant amounts in:
- large scale ERP systems,
- building standardization in the way SAP is being used in their global organizations through transformation projects, and
- migrating from legacy systems onto single instances of SAP.

Large investments in strategic projects mean greater necessity to validate and ensure the right return is achieved from their investments. From the process end user to the executive team, every employee has a potential impact on the SAP investment. Enabling staff to use SAP is critical to achieving value from ERP systems.

**PwC adds value with:**
- A team of over 20 client training and SAP specialists working together for a customized training solution
- Deep SAP expertise in security, business processes, controls & GRC technologies
- Significant leverage material and accelerators to speed up the learning process and ensure sustainable knowledge development
- Significant experience in short term and long term training solutions at large Global organizations

**Key Benefits**
- Improved usage and capability in SAP across all business users
- End users with an understanding of fundamental SAP knowledge and strong key process skills
- Streamlined and effective audit approaches
- Training needs and audience focused SAP learning solutions
- Greater knowledge retention, sharing and transfer of SAP capabilities

**Our SAP training solutions**

**Focus areas**

<table>
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<tr>
<th>SAP L&amp;E Strategy</th>
<th>SAP foundations &amp; principles</th>
<th>SAP business processes</th>
<th>SAP risks and controls</th>
<th>SAP GRC technology</th>
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<tbody>
<tr>
<td>Ensuring that the training solution being applied is the best fit for the organization's future learning strategy.</td>
<td>Get comfortable with SAP through SAP Fundamentals. Also find hints and tips to apply to all aspects of your SAP experience.</td>
<td>Understand how SAP processes integrate in the system and the impact of one process to another. Alternatively, dive deeper into specific processes.</td>
<td>Provides participants with an understanding of risks and controls impacted and applied in the SAP environment.</td>
<td>Bringing teams up to speed on SAP's Governance, Risk and Compliance technology.</td>
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<td>Helping stakeholders understand the key benefits and challenges of SAP.</td>
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<td>Leadership teams</td>
<td>Company wide end users</td>
<td>Process/business leads &amp; operators</td>
<td>Internal Audit &amp; Functional management</td>
<td>IT Functions &amp; Functional management</td>
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<th>MS Powerpoint presentation</th>
<th>Web based portal</th>
<th>E-learnings</th>
<th>Exercise workbook</th>
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Principles behind the approaches

A business driven learning philosophy

Our learning philosophy

- Aligned with your business strategy
- Individuals and business jointly responsible for learning
- Learning objectives focused on performance improvement
- Blended solutions
- High impact memorable job-centric learning
- Measured against real business indicators

Training needs analysis

A comprehensive study identifying and prioritizing learning needs

1 2 3 4 5 6

Training Needs Analysis

Critical to developing the right SAP training solution for your business is identifying the training needs.

The following are typical activities during a training needs analysis for an SAP learning and development solution:

- Utilization assessment
- Process owner workshops
- Key stakeholder interviews and focus groups
- Skills gap analysis

Design and development

Example curriculum:

E-learning courses for:

- Efficient information transfer
- Flexible learning
- Remote access required for mass audience reach

Face to face courses for:

- Peer & trainer interaction
- Availability of assurance and advice can be given real time to all participants

1 2 3 4 5 6

1. SAP Fundamentals
2. SAP Process Integration
3. SAP Hints & tips (navigation and reporting)
4. Managing SAP risks and controls
5. SAP in business processes
6. SAP super user & trainer

Training Strategy

A Training Strategy is developed to ensure that the training solution being applied is the best fit for purpose and provides the right fit to the organization’s future learning strategy. A strategy outlines the key phases of the program development, identifying dependencies, deliverables, critical path questions and a point of view on training solutions.
5. **SAP Training Deliverables**

**Working examples of SAP Training materials**

- Detailed slide decks
  - Extensive materials for take-away and future training
  - Explains SAP process overview, risks and controls
  - Demonstrates screenshots to assist in explanations

- **Exercises**
  We can create tailored exercises for the participants to get real-time experience on their system. Our existing material provides a great platform to start, and can be used for early training focused on principles of controls in SAP.

- **Quick Reference Guides**
  - Useful reports and transactions
  - Key learning points in one place
  - Platform to build and adapt as clients’ knowledge evolves

- **Technology solutions**
  An SAP Academy is a “One stop shop” for all SAP learning resources.

  E-learning courses are a great way to:
  - Access a global audience
  - Bring SAP to life
  - Provide an interactive learning solution

6. **Evaluation and sustainability**

Key to ensuring your training resources stick in your organization will be ensuring the following questions are answered:

- How will courses be evaluated for meeting objectives?
- Who will own training materials in the long-term?
- How will training materials and environments be kept current?
- What will be the governance framework over materials and resources?
- How will your training Academy be sustainable?
- How will you use technology to keep training resources ‘alive’?
What are the main drivers for investing in SAP Training/Academy?

- Workforce enabled with SAP Fundamentals
- Provide SAP flexible modular training focused on improving utilization metrics in selected entities
- Embed a community of ‘SAP Champions’ throughout the company
- Establish SAP training capabilities
- Develop approach for a sustainable SAP Academy
- Launch global SAP portal as a central repository for the SAP Academy tools and resources
- A self-help culture where users take responsibility for their own learning

What has the client achieved/currently delivered?

- Developed and delivered SAP Academy online portal that provided a reliable SAP training & learning platform
- Increased SAP awareness, proficiency and personal capability across the group assisting end markets to enhance the value they derive out of their SAP system

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Client Citation

**Industry** | Retail, Consumer goods
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**Annual revenue** | $1.8 billion
**Number of employees** | 60,000
**Number of SAP users** | 5000+

**Background**

PwC was engaged by a leading consumer goods company to transform its vision of building a sustainable SAP Academy into a reality with the following objectives:

- Delivery of an SAP Academy that provides a reliable SAP training platform for selected entities as they seek to improve knowledge and capability
- Drive a consistent understanding of SAP foundations and equip the workforce with the knowledge and skills to maximize effective utilization.

The SAP Academy was rolled out to reach the large population of SAP end users. The SAP training acknowledges the multitude of variations to the competencies and needs of the audience as well as regional and entity level differences in SAP instances. Taking these variations into consideration, PwC provided the best approach to deploy an SAP Academy. The SAP Academy portal acts as the main point of call for SAP learning resources going forward and also a central hub for the blended training solution.
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