



International Children's Charity Partners with Assima

53

Countries Delivered

275

Different Locations

4,000

Users Worldwide

Challenges

For non-profit organizations, information and communications technology (ICT) is a critical asset for maximizing performance and efficiency, streamlining project and portfolio management, and delivering the best services for communities and individuals.

This is the case at Plan International, a leading children's charity that works in 50+ developing countries across Africa, Asia and the Americas to promote child rights and lift millions of children out of poverty. Understanding the potential of ICT to improve efficiency and reduce spending on noncore activities, the organization decided to replace outdated legacy systems at locations around the world with efficient, centralized SAP applications.



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Ann Firth, Chief Operating Officer and Finance Director

Solutions

After evaluating available training solutions and partners, Plan International chose Assima as its training partner – initially for the SIP project and later for the HR project. In each case, Assima teams helped Plan International create appropriate training materials using Assima Cloning Suite (ATS). This creates clones of the live SAP applications and uses innovative features to produce interactive online lessons. “After conducting an in-depth training needs analysis for the SIP project, Assima put together an appropriate training curriculum that covered all the core SAP functionality,” says Simon Barker, SIP Project Lead at Plan International.

“They then worked with subject matter experts across our business to create storyboards for lessons, cloning screens from the live application to deliver an interactive learning experience.” For the SIP program, Plan International and Assima grouped lessons into seven training courses for people with different needs in different functions, from senior accountants, to procurement professionals and grants managers. “People access the Assima training course that suits their specific needs,” says Barker. “If they get stuck on a particular lesson, they can access onscreen prompts to help them complete the training successfully on their own.”

Translating training into different languages is faster and more cost efficient with Assima. We can simply extract text from pages, translate it, and plug it back in.

Ann Firth, Chief Operating Officer and Finance Director

Benefits

Assima technology and professional services have enabled Plan International to train thousands of distributed end users consistently and cost effectively. Ann Firth, Chief Operating Officer and Finance Director at Plan International, says, “Assima has applied all its experience to help us design appropriate training curriculum and cascade training across entire regions. And because all classroom training is supported with interactive Assima lessons, there are no Chinese whispers when managers deliver training to local users.”

Thousands of Employees Around the World

The availability of Assima training online has also been instrumental for the HR project. “Training thousands of employees around the world using classroom methods is far too time consuming and expensive,” says Doune. “The interactive online training from Assima, on the other hand, is a highly effective option that is also reasonably priced.”

Learn by Doing

The Assima Cloning Suite helps users build their confidence quickly, providing an exact replica of the live SAP application and allowing users to ‘learn by doing’. “Our biggest user group is the people who build wells and deliver other services for children and communities on the front line, but they are also the least tech-savvy,” says Barker. “With Assima, we can give users a hands-on experience which helps them gain confidence using complex SAP applications very quickly.”

Assima’s Intuitive Tools Makes Learning Way Faster

Feedback for the Assima training materials has been overwhelmingly positive so far, both for the SIP and HR projects. “People have commented that the Assima training materials look identical to the live application, which helps to build user confidence,” says Doune. “We’ve also had feedback that the Assima Cloning is very intuitive and easy to use, which is a key benefit for us.”

Improved Training Standards

The flexibility of Assima’s partnering approach helped Plan International overcome a number of challenges. “When we needed help with developing scripts or organizing training events that were beyond the scope of training development, Assima stepped up to help us,” says Barker. “Assima’s willingness to go the extra mile for us made our decision very easy when we were choosing a training partner for the HR project”.

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We make your employees better, faster.

assima.net