

Schneider Electric Trains 130k Employees with Assima



100k

Interactive Exercises

130k

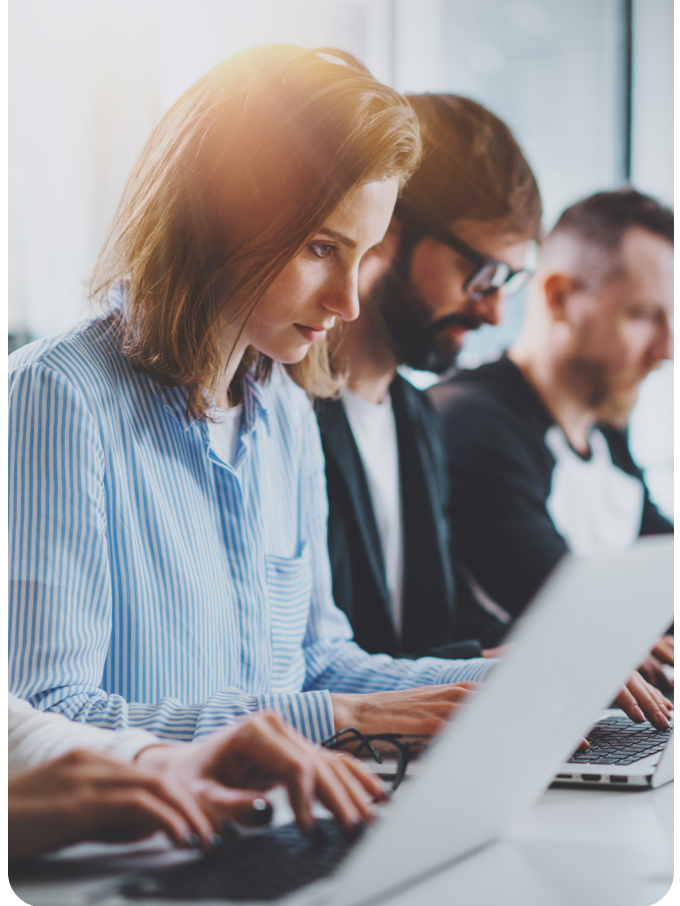
Employees Trained

30%

Reduction
Training Costs

Challenges

Large, global organizations typically operate disparate business systems around the world – increasing IT costs and impacting service consistency for customers. To increase efficiency and performance, many enterprises choose to optimize their operations based on globally standardized ‘core’ systems. This is the case at Schneider Electric, the world’s premier energy management specialist. Through its ‘Bridge Core Systems Programme’, Schneider has replaced 130 major business applications in 18 countries with PeopleSoft for HR, Salesforce.com for sales, and SAP for all other business functions. To maximize return of investment from this global application rationalization project, Schneider needed to train around 130,000 people on the new systems quickly and cost effectively, in 18 countries.



You only need internet access, Assima does not require any preliminary installation on the computers themselves.

Dominique Guivarch, Information, Process & Organization Manager

Solutions

To minimize costs and deployment risks for the Bridge programme, Schneider decided to deploy the Assima Cloning Suite (ACS). This works by cloning business systems to create a simulation based training environment, with no need for expensive training clients. Using ACS clones, employees can input data, search for information and complete transactions just as they would in the live applications – helping them learn by doing, with no risk of breaking the live system. Working with consulting teams from IBM France for SAP, Accenture for Salesforce.com and Capgemini for PeopleSoft, Schneider established the scope of training required to support the bridge programme.

IBM’s offshore development team then captured clones of the required SAP system modules in ACS and built more than 1,000 simulation-based training exercises for employees in less than 6 months. Each of the training exercises has built-in instructions, showing employees how to complete specific tasks and transactions in ACS clones step by step. Dominique Guivarch, Information, Process & Organization (IPO), Bridge Global Change Management Manager for Schneider Electric, says: “When you start an activity and need help, a simple click is all that is required to call upon intelligent assistance... the software can even carry out the actions itself if the user gets it wrong several times.”

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Benefits

With the Assima solution, Schneider has quickly trained 130,000 employees on PeopleSoft HR, 20,000 on SAP, and 2,000 on Salesforce.com. As a result, the organization has maximized the efficiency benefits of the global application rationalization project, and increased the quality and consistency of services for customers. With just one set of master clones, Schneider can be sure that training is standardized, accurate and up to date, wherever trainees are located. This is helping improve the quality and consistency of training globally, enhancing business performance and ensuring customers receive consistently excellent service worldwide.

Faster, More Effective Training

The solution is supporting an effective blend of classroom training and e-learning to effectively support the Bridge Core Systems Programme. Employees are initially trained on the new systems in the classroom, but Assima training exercises are available on the Schneider extranet 24 hours a day. This means staff can repeat exercises when they return to their desks, helping them gain the skills and confidence they need more quickly. Guivarch says: "You only need internet access, Assima does not require any preliminary installation on the computers themselves."

Annual Training Cost Savings of 30%

The centralized Assima training solution has eliminated the need for 30 different global training systems, which means 30 times less hardware and maintenance costs. What's more, by helping to integrate e-learning into Schneider's training strategy, Assima has reduced reliance on costly classroom teaching methods. All this has helped the company achieve year-on-year training savings of 30% compared to dedicated training environments.

Time Savings for Trainers

ACS is delivering significant time savings for members of the Schneider training team compared to traditional training methods. With Assima, trainers no longer waste time preparing data for every training session and fixing bugs in training clients, reducing workloads significantly. What's more, the Assima system is always available, which means more employees can be trained more quickly and cost effectively. Guivarch says: "Trainers must be capable of managing a course or dealing with inevitable bugs or specialized questions".

Current, Accurate Training

ACS training simulations are fast and simple to update, ensuring they keep pace with changes to live applications. When a new version of the live system is released, ACS is used to capture new clones, allowing training exercises to be updated quickly and effectively. This eliminates the need to make manual changes in multiple dedicated training environments, delivering significant time and cost savings.

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We make your employees better, faster.

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