



Trusted Professionals. Proven Results.

Information Design

Information design support of the SAP implementation

Client

MDI Group's client is a market leader for the marketing, distribution and production of bottled and canned beverage products. The client has revenues exceeding \$16 billion and employs approximately 70,000 people.

Challenge

The client was implementing the full suite of SAP modules globally. This breadth of modules required a comprehensive training and documentation initiative. The client faced multiple challenges during the development of the training materials, including:

- Requirement of unique skill sets including a blended capability of SAP knowledge, advanced instructional design and technical writing skills. Also, the client was using the proprietary instructional design tool InfoPak, and the content management tool AuthorIT.
- Implementation plan scheduled extremely tight deadlines. The training team needed to be productive within just days of the client's request.

These two factors made it a challenge to both build the team and effectively manage the project.

Client

Marketer, distributor and producer of bottled and canned beverage products

Scope

Instructional design support of SAP implementation

Consulting Staff

Nine Information Design Analysts

Project Timeframe

Six months

Solution

MDI Group's senior instructional designers were engaged to provide the following:

- Instructional design for SAP navigation and an overview of the entire system
- Instructional design and overview of each functional area
- Instructional design for all activity-level and instructor-led courses

Additionally, MDI Group supplemented the team with a delivery director to help meet project milestones and ensure project success. MDI Group not only managed the day-to-day tasks of the project team, but also assisted the client in the overall project management and resource scheduling.

Results

Because this client understood that a successful SAP implementation is dependant on adequate user training, MDI Group's team was critically monitored during the entire project. The team responded by producing top-quality coursework and materials customized for individual user groups.

The client has recognized MDI Group for enabling them to maximize the investment and effectiveness of their SAP tool.

www.mdigroup.com

1-888-416-7949