



LEADING FOOD &
BEVERAGE CLIENT

Enhancing Organizational Change Management for a Leading Food & Beverage Client

CLIENT

Leading organization in the food and beverage industry

SCOPE

Training for SAP S/4HANA rollout to 17 facilities for 2,800 end-users

OXFORD'S CONTRIBUTION

- ▶ Trainings provided for 17 facilities
- ▶ 2,800 end-users trained
- ▶ 23 Training specialists provided
- ▶ 650 Training materials created

GOALS ACHIEVED

Go-live schedule maintained despite challenges with COVID-19 pandemic



Building a Strong Relationship: How Consistent Engagement and Support Led to Success

Our relationship with a leading organization in the food industry began through consistent communication by our team, particularly our dedicated Account Manager, who maintained regular correspondence and built a strong rapport with the client. Despite setbacks in the project timeline due to COVID-19, we maintained regular communication efforts and reassured the client that we would still

be available to support them through an unprecedented time.

When they were ready to refocus on their SAP S/4HANA project, they knew they could count on us to support their goals.



Overcoming Obstacles: Navigating Complex Challenges to Achieve Success

Our client's primary objective was to roll out SAP S/4HANA to 17 facilities and ensure a smooth adoption and minimal business disruption. They faced challenges with their System Integrator (SI) not providing the necessary resources for training, leading to delays and insufficient support for the go-live. The project was further complicated by the COVID-19 pandemic, which required open communication and adaptation to the changing circumstances.

We tailored our solutions to meet the client's unique needs by aligning closely with their project manager and bringing in additional resources to support course development. Our training approach focused on providing a clear understanding of SAP S/4HANA's features and functionalities, combining basic concepts with hands-on practice. We created hundreds of quizzes, assessments, workbooks, and job aids to support the 2,800 end users on the new functionality of SAP S/4HANA.

Deliverables included:

- ▶ Sizing the effort and resources to accomplish the client's training strategy for the streams and scope
- ▶ Creating documentation to support instructor-led and virtual training
- ▶ Course development: eLearning; assessment; courseware for six (6) Waves, plus a pilot
- ▶ Job aids, exercise guides, reference materials, and training scenarios that explained end-to-end processes
- ▶ Creating Enable Now simulations to support Desktop and Web Assistant Applications
- ▶ Enhanced Enable Now expertise to the client's project team and internal training team through one-on-one coaching and classroom instruction
- ▶ Created learning paths
- ▶ Monthly calls with the client to ensure the highest performance of our consultants
- ▶ Monthly calls with the consultants to address any roadblocks or issues they might be having

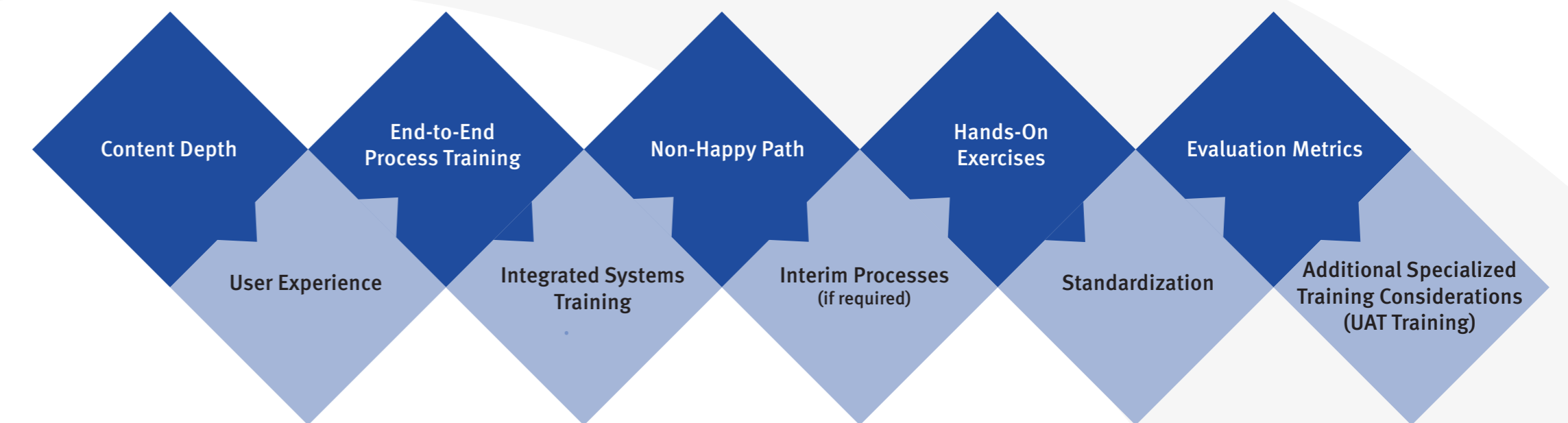




Innovative Solutions for Seamless SAP S/4HANA Adoption

Our team of 23 Training Specialists developed close to 650 SAP Enable Now (SEN) simulations to support the sustainment of the new system. We also integrated well with the client's team,

ensuring cultural alignment and effective collaboration. Our innovative approaches included using microlearnings and creating a mock plant environment for day-in-the-life training.



Remarkable Achievements Amidst Adversity

Despite the challenges posed by COVID-19, we successfully met the go-live schedule and maintained productivity levels. We supported the client through the initial six-month pilot and then continued to support them throughout the entire project. Our training efforts enabled the client to return to pre-implementation productivity levels within 14 days. The quality of our resources and the strong partnership we built with the client led to positive business outcomes and cost savings.

The client continues to engage with us for additional resources due to the positive experience and successful outcomes they have enjoyed. Our long-term relationship with them established us as experts in designing, developing, and delivering successful and training programs for SAP S/4HANA manufacturing implementations.

Our collaboration with the client highlights our commitment to professionalism, adaptability, and delivering high-quality solutions. The success of this project has reinforced our reputation and credibility in the industry, showcasing our ability to meet clients' unique needs and drive positive business outcomes.

At Oxford, we understand the complexities of large-scale technology implementations and the challenges organizations face in ensuring smooth transitions. We can deliver on time and on target, even in the most challenging environments. Are you looking for a partner who can bring the same level of expertise, dedication, and results to your organization?

ABOUT US

Oxford Global Resources delivers tailored solutions for any technical challenges our clients face using our partnership-first approach. Since 1984, we have been delivering professional services from staffing and consulting to project management and everything in between to businesses of all sizes, all over the world. We specialize in the areas such as workforce mobilization, digital transformation, and modern enterprise. It doesn't stop there—we are committed to being your partner to provide you with The Right Talent. **Right Now.**



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