

## Business Impact

Successfully implemented  
**300** instructor-led and  
virtual courses and  
**98** elearning courses

Created **1600**  
step-by-step work  
instructions and simulations

# CASE STUDY

## A Dose of Blended Learning at a Fortune 500 Pharmaceutical Company

### Situation

When it comes to the pharmaceutical industry, every detail counts, and decisions can have real consequences. A Fortune 500 pharmaceutical company needed help implementing SAP ERP functionality to support their global operations in their planning, financials, supply chain, manufacturing, and business intelligence business processes. With so much at stake, they turned to GP Strategies to achieve a successful implementation.

- Created a **smooth rollout** of SAP for **90,000 end users** in **75 countries**.

### The Challenge

With the formidable task of creating major changes within the organization's global SAP system (including 44 separate deployments spanning three regions), there were wide-ranging challenges to overcome, specifically:

- Incorporating a variety of processes and systems
- Delivering training in multiple languages
- Managing training for acquisitions and divestures during the project
- Updating training materials for global processes after each deployment for previous deployments
- Continuing to support 16,000 existing SAP users and continuous improvement projects while rolling out simultaneously to new users

## GP Strategies Solution

GP Strategies was selected to support the organization's rollout of SAP for 90,000 end users in 75 countries. We provided a team of instructional designers to develop a blended learning curriculum for the organization's workforce.

GP Strategies provided:

- Training needs analyses to determine learning strategies for a global audience
- Creation of system overview and navigation eLearning
- Creation of business process and system eLearning
- Delivery of instructor-led workshops
- Delivery of virtual instructor-led workshops
- Training for organizational resources to deliver training through train-the-trainer sessions
- Creation of performance support documentation
- Creation of a global super user network

## Business Impact

GP Strategies successfully implemented a blended learning curriculum of 300 instructor-led and virtual training courses and 98 eLearning courses. The solution included creating 1,600 step-by-step work instructions and simulations.

The GP Strategies team has supported the sustainment of the solution and additional functionality rollouts. We also worked with the organization's employee base to build internal capabilities and allow for maintenance to be performed by internal staff. The organization has experienced significantly increased user adoption over seven years and counting.

- • • Are you planning to implement SAP or another enterprise software system?  
LET US GUIDE YOU TO SUCCESS! To get started, visit [www.gpstrategies.com](http://www.gpstrategies.com).

## About GP Strategies

GP Strategies is a leading workforce transformation partner—one of the few truly dedicated global providers in the marketplace providing custom solutions. We believe our transformation focus, when paired with deep listening, a customer-centric approach, and innovative expertise, enables our clients to routinely achieve superior business and operational results from our evidence-driven and technology agnostic recommendations.

Whether your business success requires a change in employee performance and mindsets, learning technologies, or critical processes, GP Strategies is the transformation partner you can trust.

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