



nPower Saves 3M with Assima in SAP Training Costs

£3M

Saved in Training

80%

Lower Staffing
Requirements

42%

Faster Onboarding

Challenges

When leading UK energy company npower migrated its mission-critical enterprise systems to SAP, a major training challenge ensued. The organization, which supplies electricity and gas to 5.1 million business and residential customers, needed to train 4,500 people on the new system quickly and efficiently, including key customer-facing teams at the contact center. Andy Hurren, Head of Learning at npower, says, “At the time, we had no digital training capabilities and no functional learning management system, which meant all our people had to be trained in classrooms using a traditional training client.” Using this traditional approach, training costs were very high for the SAP deployment. “The training client cost millions to build and maintain, and we had a team of more than 140 trainers at one point, which was also a major cost center for the project,” says Andy.



Assima has helped us to reduce our staffing requirements for new projects by 80%, which equates to a major cost saving for the business.

Andy Hurren, Head of Learning

Solutions

The Assima Cloning Suite works by cloning the core SAP applications and building training modules that guide end-users through key tasks and processes. “Assima training modules look and feel exactly the same as the live SAP application, which means team members can learn by doing,” says Andy. “There’s no need to maintain the clones with live data from our SAP systems, which saves a lot of time, and we can update training materials quickly and easily to reflect any changes in the live system. The ease of ongoing maintenance and the value of lessons being available 24/7 throughout the training period and during Business as Usual is a considerable

time saver compared to the old way of training where classes and refreshers had to be run frequently with a training environment always available.”

The Assima training clones were fast and simple to develop with support from Assima. “Two or three of our developers attended an Assima training session and they were then able to create all the training materials we needed,” says Andy. “Training is broken down into bitesized chunks, and integrated with video clips and other training content that helps employees gain the skills they need.”

Here was a system that would allow me to train new staff on SAP without the astronomical cost of building and maintaining a SAP training client. Assima really was the answer to our prayers.

Andy Hurren, Head of Learning

Benefits

By replacing traditional classroom training with the Assima Cloning Suite, npower has dramatically reduced training costs and times, while also enhancing the learning experience for staff and providing internal development opportunities. Being able to log complaints effectively, practise scenarios in a realistic, life-like environment and giving call center agents the confidence to deal with enquiries effectively has contributed to npower rising from the bottom of the big 6 energy suppliers to 2nd. They also became the 5th most improved company in the UK for customer service.

£3 Million Cost Savings

The cost of developing a SAP training client and maintaining it over three years is around £3 million more than the cost of the Assima Cloning Suite. “We’ve saved £3 million by replacing our SAP training client with Assima, and that figure doesn’t even account for the fact that we need far fewer trainers now and that training is faster and more efficient.”

Up-Skilling Within the Organization

To cope with the demand for new smart meters, 100 apprentices have been taken on and run through a supportive in-depth 12 month training program. Some of these apprentices were existing members of staff, moved from their current role to avoid potential redundancies and to ensure their industry knowledge is being utilized in the best way possible.

Support Required for Dyslexic Users Dramatically Reduced

Previously, training was a challenge for npower’s dyslexic users because new learning, heavy text and lots of manuals can be very daunting and confusing. By practising learning in a hands-on, physical environment it has helped overcome a lot of these challenges and reduce the support required to complete their training.

Improved Training Standards

The Assima clones reduce reliance on classroom teaching based on a blended eLearning approach. “We now split training about 70/30 between online learning and classroom training,” says Andy. “Because people can practice what they learn in the classroom, their retention is far better, and training is much faster and more effective too.”

“Assima training modules look and feel exactly the same as the live SAP application, which means team members can learn by doing”.



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