



Empower
Your
Users



Performance-Based End User Services for SAP®

Quick, Cost-effective Learning Solutions

Investing in SAP® is a major step in creating business systems that allow you to run a more streamlined and profitable operation. Equally important is the decision you make about how your end users will be introduced and trained on the new system. We understand that you want quick, cost-effective solutions that are easy to maintain and can be leveraged for many purposes. And that's where RWD Technologies comes in.

A Targeted Approach to End User Training

The sooner your workers can get real work done using SAP, the sooner they can be productive — and the sooner you begin to see significant productivity and efficiency gains from your investment. RWD uses a comprehensive adult learning approach to ensure that real learning takes place during training sessions and that your users have the information they need to successfully perform their jobs. With experience gained from over 1000 successful enterprise system implementations, we blend state-of-the-art tools, technology, and services to create a unique SAP solution for your organization.



Our End User Services Include:

- Learning Strategy Development
- Business Process Optimization
- End User Training
- End User Documentation
- Electronic Performance Support Systems
- Online help
- Simulations
- eLearning
- Communities of Practice



Designing an Effective Training Strategy

Whether you're planning an upgrade or an initial implementation, there are two critical components of an effective learning strategy: user training and on-going support. RWD provides the tools and services you need to train your employees and foster system adoption. RWD analyzes your company's needs in a disciplined process and develops a tailored, comprehensive solution focused on your processes and customized for your end users.

End User Training, Documentation & Performance Support

Our training replicates the real life situations that your end users will experience back on the job. By tailoring the training and documentation to your company's needs, we provide your end users with the skills and tools they need to perform daily operations effectively. RWD also offers RWD uPerform®, a comprehensive performance support solution that will allow your employees to collaboratively create, store and manage application simulations and procedural documentation. With the ability to quickly and easily obtain and exchange the knowledge and materials critical to their job functions your employees will have everything they need to succeed using your SAP system.

To learn more about our SAP End User Services, contact us at info@rwd.com or visit our website www.rwd.com.

