Session 513
How Grainger Moved from Strategy to Reality with a Multi-National Performance Support Program

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Austin, TX • June 9, 2016
Agenda

• Introductions
• Overview of Grainger’s Project
• Readiness for Go-Live
• Go-Live Adoption / Performance Support
• Lessons Learned
Introductions

Jeff Merrill,
Training Manager

Paul O’Keeffe,
Managing Director

Barry Smith,
Client Partner
Building for the future to ensure we stay globally competitive and profitable.

Extend the U.S. SAP system to Mexico and Canada.

2 countries, 2 cultures, 3 languages

Replace decades old green screen systems

Multiple stops and starts over the years

Two deployments with multiple timeline changes
We reached the average daily sales for the month prior to go-live on the 11th business day post go-live.
Training / Readiness Approach

- Classroom training
- No dedicated training environment
- Risk free delivery given multiple locations
- Heavy practice activities
- Multiple outputs for maximum flexibility
  - Vignette CBT’s
User Adoption / Performance Support Approach

• Dedicated Adoption Leads from the business
• In-person support for biggest and riskiest branches
• Must have multiple self-help options
• Trainer sign-off on individual learning curve
Vimago provides a cloud-based, collaborative, multi-device knowledge management platform.

**TRAIN**
Realistic Practice
The Assima Training Suite's (ATS) Cloning Technology provides a highly realistic, virtual, interactive training environment.

**ASSIST**
Support, Guide & Reduce Errors
Vimago provides an intelligent overlay that adds information, process guidance and data quality improvements in real time.

**COLLABORATE**
Personalize & Socialize
Vimago provides a cloud-based, collaborative, multi-device knowledge management platform.

**ANALYZE**
Record, Analyze & Advise
Vimago monitors all usage by end-users and application activity supporting detailed analytics.
How Vimago Assist Works...

1. recognizes user; checks roles and rights
2. monitors user interactions
3. analyzes context to guide and intervene
4. tracks usage and performance
Demo
Key Wins

Readiness
• First day of training in Canada – *with no connectivity*
• Training delivery at 20 locations and 35 sessions at once

Adoption
• Achieved order entry goals on Day 1
• IT asking for EPSS content immediately following go-live
Lessons Learned

Readiness

• Publish simulations once – not per course
• If a decision is taking a long time on the project team, it will likely require more change management effort for end users

Adoption

• Cloud-based architecture is easier
• Effective long-term EPSS **does** require ownership and effort
What from here is relevant to your project/company?