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SGL: Providing Convenient, Cost-Effective, and Context-Sensitive Online Training and Materials with SAP® Education

Providing natural gas to three districts of North Gujarat, Sabarmati Gas Limited (SGL) is committed to safe and reliable service. To maintain efficient operations, SGL counts on SAP® software as well as convenient and cost-effective system training and tools from the SAP Education organization. With online, job-specific training and materials, employees have the skills they need to leverage systems for maximum productivity, leaving more time to focus on meeting the growing needs of customers.

Less time in training and more time innovating

SGL employees ramp up faster with SAP® Education offerings

Objectives

- Improve user productivity and reduce help desk requests using online, context-sensitive, self-service IT support
- Meet increasing end-user training and retraining needs in a growing organization
- Standardize maintenance of training materials to provide consistent learning and support

Why SAP® Education

- Excellent customer-centric service and support from the SAP® Education organization that focuses on human development and success
- Understanding of the safety, societal, and environmental requirements of natural gas systems, production, and distribution
- Ability to provide expert application and user analysis to maximize system performance
- Offerings that enable strong corporate governance and profitable operations

Benefits

- Implemented and configured training software in just 10 days, on time and within budget
- Improved end-user satisfaction with self-service tools that provide context-sensitive help
- Reduced training and support budgets by shifting from classroom to Web-based learning
- Enabled flexible updates of training materials via an author check-in and check-out system
- Accelerated the ramp-up time for new employees working with SAP software systems
- Standardized training and support across all business areas and functions
- Automated distribution of policy and process changes to affected business users
- Empowered workers with the training and materials they need to leverage IT systems effectively, leaving more time to focus on innovation and meeting customer needs

“SAP Education is helping us further our organization’s philosophy of learning and growing to serve our customers better.”

Mr. Deepak Malik, Head – Business Development, Sabarmati Gas Limited



Company

Sabarmati Gas Limited (SGL), a joint venture of GSPC and BPCL

Headquarters

Gandhinagar, Gujarat, India

Industry

Utilities

Products and Services

Natural gas system construction, operation, and system maintenance; natural gas supply and distribution

Employees

75

Web Site

www.sabarmatigas.in

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