



# ABB: Investing in Digital Training and Enablement to Speed New Technology Usage and Adoption

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From building cars to operating railways and ports, making paper, running data centers, providing power, and more – businesses in more than 100 countries rely on electrification, robotics, automation, and motion products from ABB Asea Brown Boveri Ltd. (ABB). As a leading global technology company, ABB is dedicated to transforming society and industries to achieve a more productive, sustainable future. To help achieve this goal in Latin America, ABB decided to digitally transform its operations in 12 South American countries.

As ABB moved to a new ERP system, it was **critical that employees get the training they needed** to make the most of the new technology. An additional challenge was how to do this remotely to keep people safe during the COVID-19 pandemic.



# Helping More Than 500 ABB Employees Hit the Ground Running with **Integrated, User-Friendly Digital Training**



## Before: Challenges and Opportunities

- Move operations in more than 12 Latin American countries from its various legacy applications, including Oracle, Baan, and iScala, to the SAP® ERP application
- Train more than 500 users on SAP ERP while allowing them to work remotely during the COVID-19 pandemic
- Present a unified change management and training plan that aligns with system rollouts and meets the needs of every type of user

## Why SAP

- SAP Learning Hub to help anyone in the organization build and maintain SAP software skills in a safe digital environment
- SAP Enable Now solution to provide in-application training and support right when users need it

## After: Value-Driven Results

- Empowering employees with the continuous skills they needed throughout the project lifecycle
- Improving user performance by 40% and accelerating solution adoption as a result of real-time training
- Maximizing the value of enterprise software by giving people the right skills
- Providing continuous enablement opportunities that allow users to stay current with the latest SAP innovations
- Aligning employee training with ABB's original schedule to complete the migration by 2022

“User adoption is critical to ensuring long-term sustainability. We want all users to feel secure and comfortable with the new systems so they can use them quickly. SAP Learning Hub has been critical in helping us ensure **smooth and successful SAP solution deployments.**”

Carmen Margarita Segoviano Farjas, SAP Transformation Program Project Manager, ABB Asea Brown Boveri Ltd.

**50%**

Of users certified after their first application training

**>€800,000**

Savings on training costs after one year

**ABB Asea Brown Boveri Ltd.**  
Zürich, Switzerland  
[www.global.abb](http://www.global.abb)

**Industry**  
Industrial machinery and components

**Products and Services**  
Robotics, power, heavy electrical equipment, and automation technology

**Employees**  
110,000

**Revenue**  
€23.15 billion (2019)

**Featured Solutions and Services**  
SAP Learning Hub and SAP Enable Now

**THE BEST RUN**



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