

At a Glance

Situation & Challenges

- Cognis is a worldwide supplier of innovative specialty chemicals and nutritional ingredients
- Needed a single, harmonized SAP system tailored for facilities and staff in Germany, France, Italy, Spain, and UK

Solution Highlights

- Multi-year, multi-phase implementation of SAP software
- Contract with RWD Technologies to provide training to Cognis training personnel in the proper utilization of SAP solution

Results Highlights

- RWD successfully trained 2000 end-users at 12 locations in five languages using RWD Info Pak®

Background

Cognis is a worldwide supplier of innovative specialty chemicals and nutritional ingredients found in thousands of name-brand products found in nearly every home in the world. The company employs more than 8,000 people, and it operates production sites and service centers in 30 countries and sells its products in more than 100 countries. Cognis delivers natural source raw materials and ingredients for food, nutrition and healthcare markets, and the cosmetics, detergents and cleaners industries. In 2005, the company recorded total sales of 3.176 billion Euros.

Challenges

Cognis needed a single, harmonized system for master documents for process documentation, testing and training documentation that worked across all its operations. It also needed to set up and roll-out a new European SAP system tailored for facilities and staff in Germany, France, Italy, Spain and UK.

Solutions

Following the implementation of RWD Info Pak® over a period of thirty months, master documents for process documentation, training and testing were created. With the roll-out projects, these masters were adopted to the specific needs of employees in all five countries. Due to the easy maintenance process of the RWD documents and the parent-child relationship the effort could be reduced significantly. All trainer / key users used RWD-created training materials successfully in several training sessions. The easy maintenance process was a guarantor that the project team delivered high quality documentation with less effort.

Results

The usage of RWD tools eased the creation of the documentation for the project team and more than 2,000 end users were trained at twelve locations. Thanks to RWD Info Pak®, all implemented processes are documented and masters documents for training and testing exist. The reduced effort for the project team saved money and ensures that the documents will be updated whenever a process has changed. The Help documents are fully integrated in the SAP environment and they are accessible from the country intranet as well.



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