

amadeus

ABOUT AMADEUS

Amadeus is a leading provider of IT solutions, innovation and technology to the global travel and tourism industry.

Over 80% of air bookings made by travel agencies through the Amadeus system globally came from carriers using Amadeus.

Amadeus is the preferred technology provider and partner of some of the world's leading companies, including British Airways, Qantas, AMEX, IBM, Siemens and Lufthansa.



HIGHLIGHTS

- SAP SuccessFactors implementation has provided a simple, user friendly and powerful solution for management employee performance and development
- Increased employee engagement with eLearning with more than 15,000 training bookings recorded within 5 months of going live
- Senior managers are able to allocate and plan annual training budget of 2m Euro

GLOBAL TRAVEL TECH FIRM AMADEUS TRANSFORMS LEARNING WITH SAP SUCCESSFACTORS LEARNING MANAGEMENT

How SOA People helped Amadeus design and roll out a new training management system across 100 countries within 7 months

CHALLENGE

Amadeus wanted to standardise its training management, eLearning and HR processes for its 15,000 employees based around the world. Its aim was to achieve standardised employee learning processes through a network of country-based and regional HR administrators that would be co-ordinated by corporate HR.

Until recently training processes were non-standardised, with out of date materials loaded onto different learning management systems in different countries.

Amadeus needed to improve the synergy and visibility between the multiple teams so that they could more easily support the large number of employees and managers.

"Only 10 countries had a training management solution, but the remaining 90 had no tools: they managed everything by hand," says Marta Olmos, Project Manager at Amadeus, headquartered in Madrid.

The company turned to SOA People for its next ambitious transformation project which would unify its training management process across its 15,000 employees with a single platform for learning.

SOLUTION

SOA People worked together with their client to define flexible but standardised processes implemented in SAP Success Factors Learning Management. After a short test phase, the module was swiftly rolled out.

Within five months of going live, the group had recorded more than 15,000 training bookings. *"We wanted managers and employees to access as much content as possible from the outset to facilitate their engagement,"* says Olmos.

"We wanted visibility on the amount we are investing in training, the ability to collect feedback from learners."

One of the major challenges was how to gain user adoption for the single training platform across a vast spread of global employees. To promote user adoption, a training pack was designed which included short instructional videos. In addition, HR administrators from around the organisation had to attend a week of face-to-face training.

This training boosted the change management effort and got everyone on board with the new SuccessFactors solution and business processes.

With SAP Success Factors, Amadeus has achieved a whole host of benefits via the cloud-based single platform, adopting automated ways of doing things that were previously often labour-intensive. For example senior managers are now able to allocate and plan the annual training budget of approximately 2m €, approve and schedule training requirements, and track employee training history and resulting competencies. There is also an increased use of e-Learning rather than classroom training which has resulted in cost savings.

"We wanted visibility on the amount we are investing in training, the ability to collect feedback from learners and to align training activities with the objectives of talent development," says Olmos.

"It was a big cultural shift for HR, and above all for managers, who tended to 'commission' training requirements. Now they can be directly involved and be truly active in the training and learning development aspects of their teams," highlights Marta Olmos.

BENEFITS

Ability to allocate and plan annual training budgets: Amadeus has complete visibility of its training budget of around 2m € and can precisely identify where money is being spent.

Single view of training: SAP Success Factors provides a simple, user friendly and yet powerful solution for enabling compliance and employee development through training, reducing business risk and making a huge difference to the actual added value that Amadeus' employees can deliver.

Increased employee engagement: A culture of personalised learning and training is developing with the accessibility of learning materials so the company can develop the talent needed to improve organisational strength.

Ease of reporting: Managers have direct input to employee learning plans and can see individual and team progress, making reporting much easier.



WORKING WITH SOA PEOPLE

"SOA People's expert consultants assisted us throughout the design and deployment of the SAP SuccessFactors Learning Management solution. They have vast SAP experience and have provided us with technical expertise and support during our HR transformation journey."

Marta Olmos, Project Manager at Amadeus