

SPANG CHOOSES CLICKLEARN IN ITS ROLE AS NORTH AMERICAN EARLY ADOPTER OF IFS APPLICATIONS™

Spang has been using IFS Applications since 2002. In 2015, the company decided to upgrade from IFS Applications 7.5 and participate in the IFS Early Adopter Program for IFS Applications 9. Spang, the only early adopter in North America, went live on IFS Applications 9 prior to IFS World Conference 2015, in Boston. Spang currently has approximately 285 IFS licenses.

Having seen a demo early in 2015, Spang decided to purchase ClickLearn and use it in its IFS Applications upgrade project. Moving to IFS Applications 9 was a major step for Spang, and in ClickLearn it saw the opportunity to bring the ERP system much closer to users than it had been in the past. Spang initially targeted three areas where it saw potentially significant gains from using ClickLearn.

First, Spang transferred the creation and maintenance of functional level work instructions from the IT team to its IFS power users, the IFS champions. “With ClickLearn you can easily create and distribute work instructions written by peers for peers, which gives them much more credibility than if they are created by IT or someone else from the outside. Sure, IT knows IFS best, but it’s the super users who know their business processes best,” noted Brian Buddemeyer, Director of IT at Spang. ClickLearn made it easy for Spang to put the tools for documenting business processes into the hands of the knowledge experts in those processes.

Second, Spang used ClickLearn to transfer knowledge when onboarding new hires, and training employees and staff members who were changing functional roles in the company. Having ClickLearn made this goal more easily achievable. Beyond being easy to use, ClickLearn also eliminates most of the manual work required to produce work instructions that communicate effectively. Before Spang had ClickLearn, anyone creating work instructions had to do all the typing, taking screen shots, and the cutting and pasting that the manual process required. “With ClickLearn, it’s so much easier because ClickLearn actually does the work of taking and cropping the screenshots and typing out the navigational path ... so that all the creator has to do is add any notes that are needed,” said Buddemeyer.

Third, ClickLearn enabled Spang to develop and document new business processes in IFS Applications. As Spang started to work with new areas within IFS Applications, the most senior or most technically experienced staff member figured out the best way to perform the new business process in IFS Applications. They then used ClickLearn to capture the steps and transform them into a complete set of work instructions and training materials for users.

CLICKLEARN GIVES SPANG TIME TO UPDATE WORK INSTRUCTIONS AND DOCUMENT NEW AREAS OF IFS

Spang staff members who use ClickLearn to create work instructions and training materials have found the learning curve fairly easy. As Buddemeyer observed, “In general the learning curve was caused by our need to look differently at what we

ABOUT SPANG

Spang & Company, founded in 1894, is a diversified global manufacturing company with headquarters in Pittsburgh, Pennsylvania, USA and approximately 400 employees. Spang designs, produces and supplies precision soft magnetic components and materials to the electronics industry and custom engineered solutions to the power industry through its two operating entities, Spang Power Electronics and Magnetics Div.

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ABOUT CLICKLEARN

ClickLearn is the 2017 and 2016 IFS Global Software Partner of the Year. ClickLearn automates the creation, maintenance and upgrade of work instructions in IFS Applications™ and other enterprise software to generate work instructions in all required languages. A single click produces Word, PDF and PowerPoint formats plus 3 levels of training videos, and a virtual assistant that guides users through the work instructions inside their IFS solution via an embedded Learning Portal.



had been doing in the past and make some decisions on how we wanted to change that for the future now that we had ClickLearn. Even with the learning curve, it was still hugely better than writing and maintaining work instructions manually.” On the few occasions when Spang needed to contact ClickLearn for support, it has been very satisfied with the quality and responsiveness of the ClickLearn support team.

Before ClickLearn, Spang could not find the time to update work instructions that had been written for an earlier version of IFS Applications or for business processes that had been changed for operational reasons. “Now with ClickLearn, we’re finding that more and more departments are willing to put in the limited effort that is now needed to quickly update out of date work instructions,” commented Buddemeyer.

A parallel development has occurred at departmental level, with departments increasingly willing to look at new features and functionalities in updates to IFS Applications 9. When they find something new and valuable, they can use ClickLearn to quickly create the training materials that will share the knowledge with other users-at the very practical level of “here is what the new feature does and here is how to use it in the business processes your group performs.” That is a big change for Spang.

Another area where ClickLearn has contributed at Spang is in achieving user buy-in when rolling out a new IFS Applications business process. Since ClickLearn saves so much time, Spang was able to create many more work instructions than in the past without involving more people in the effort. And this time Spang’s super users were authoring the work instructions. “In the past, pre ClickLearn, we had wanted to do this, and we actually had done it in a couple of areas. So we knew that it worked, and we knew that it was valuable. But there was no way we could do it on a large scale because it was so resource intensive,” commented Buddemeyer.

“I’d recommend ClickLearn strongly and enthusiastically. If you’re trying to fill the gap between the generic IFS help and what we actually do here or what another customer might actually do in their environment, ClickLearn is the perfect solution.

Brian Buddemeyer, Director IT at Spang

MOVING FORWARD WITH IFS APPLICATIONS AND CLICKLEARN

As a customer who has upgraded directly from IFS Applications 7.5 to IFS Applications 9, Spang’s current objective is to achieve a deeper utilization of some of the valuable new features that IFS Applications 9 has given them. Spang has built a lot of Lobbies, which their IFS users really find valuable and easy to use. In the near future, the company also wants to dive deeply into some new modules it purchased as part of the upgrade, including the new IFS BI Module, IFS Manufacturing Visualizer and IFS Warehouse Data Collection.

What is Spang’s ROI from purchasing ClickLearn? “We know that buying ClickLearn was a good investment. Given the obvious benefits that it delivers, you don’t need to do a time study to know that it’s worth it,” explained Buddemeyer. “We’ve been very happy with what we’ve gained from ClickLearn, and we’re looking forward to continuing to grow and evolve along with ClickLearn.”



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BENEFITS

- Enables IFS super users to create work instructions rather than rely on IT to do it
- Automated creation and updating of work instructions save staff time and improve quality
- Makes possible effective knowledge transfer of valuable “how to” in IFS Applications
- Facilitates adoption of new IFS technology more easily and quickly
- Accelerates user buy-in for process changes

For further information, contact George Hardy, ClickLearn’s Vice President, Enterprise Sales, at ggh@clicklearn.dk or visit our website, www.clicklearn.dk