

GRVPPE now delivers end-to-end customer success with digital training

The IT industry throughout South America is booming as businesses seek ways to modernize—and digitize. Sao Paulo-based Microsoft partner, GRVPPE is at the forefront of the industry, serving customers in Brazil, Argentina, Paraguay, Uruguay, Peru, Chile, and even further afield in Costa Rica, Canada, Spain and Portugal.

“We keep our focus on end-to-end service,”

Helio Costa, CEO of GRVPPE

The company works to meet the diverse needs of customers, particularly in industries such as retail, professional services, and automotive. ERP is an essential ingredient of GRVPPE's offering and the company works with most major ERP systems including Microsoft Dynamics as well as Oracle, SAP, and NetSuite. GRVPPE made the shift from siloed ERP deployments to an end-to-end services model in 2015 to meet evolving customer demand. Different parts of the business now offer different competencies such as licensing or the delivery of adjacent solutions, such as Fortinet and Adobe products.

But operating in such a diverse environment, GRVPPE struggled to achieve one key element in this shift to end-to-end service: Training. Without a flexible and quickly updateable, multi-lingual training portfolio, the business would never succeed.

SUPPORTING SELF-STUDY FOR CUSTOMER SUCCESS

Rapid legal change and many different markets placed a tremendous strain on GRVPPE's internal team. They needed to manually change documentation and distribute it in paper or PDF form to customers. At the same time, the team was working to conduct NetSuite localizations, which added to mounting challenges.

“We need a platform that will help the user to self-study,” Costa said. “Laws in Brazil and Argentina are always changing, and users need new tools every single month.”

FACTS ABOUT GRVPPE

- Leading Microsoft partner based in Sao Paulo, Brazil, working with most major ERPs
- Serves customers throughout South America as well as in Canada and Europe
- Needed a better way to train for localizations and to rapidly changing laws
- Uses ClickLearn in four different languages
- Uses ClickLearn on multiple Microsoft-based platforms and NetSuite as well



www.grvppe.ca



For further Information, contact Michael Randrup, Managing Director and Co-founder, at mra@clicklearn.com or visit our website, www.clicklearn.com

When Costa learned about ClickLearn at a Microsoft event, he was immediately intrigued and moved quickly to adopt the system. That was three years ago and GRVPPE hasn't looked back.

"We use ClickLearn for both Dynamics and NetSuite trainings"

Helio Costa, CEO of GRVPPE

"We use ClickLearn for both Dynamics and NetSuite trainings," Costa explained. "We are frequently adjusting one term or another. It always works the same way when making Dynamics manuals and is very useful for NetSuite, too. In fact, we use it for Power BI, Excel, Word—whatever we can integrate with it."

End users login and connect, accessing training material. Data about these interactions and metrics such as the number of video views is reported to GRVPPE's internal team dashboard. Because of its multi-geography reach, GRVPPE has leveraged ClickLearn's multi-lingual capabilities.

"We use four different languages: Spanish from Spain, Catalan, Mexican Spanish, English, and Portuguese. It's all working properly,"

Helio Costa, CEO of GRVPPE

Working with multi-language digital training provider ClickLearn, GRVPPE closed this gap in its offering, achieving its true potential while boosting efficiency and reducing costs.

"When *end customers* are using ClickLearn they are happy—and we are happy too," he said.

FACTS ABOUT CLICKLEARN

- Integrated with the full suite of Microsoft Dynamics including Dynamics 365 Finance and Operations, Customer Engagement, Business Central, Dynamics AX, Dynamics NAV and Dynamics CRM
- Automatically produces seven different types of content such as narrated videos, PDFs and live assistants
- Helps to ensure user adoption
- Easy onboarding
- A customizable template-based system for compliance

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