



CNT Success Story

Enable Now for global end-user training

International technology group ANDRITZ offers a broad portfolio of innovative plants, equipment, systems, services and digital solutions for a wide range of industries and end markets. ANDRITZ is a global market leader in all four of its business areas – Pulp & Paper, Metals, Hydro and Separation.

INITIAL SITUATION

Since its founding in 1852, the S/4HANA migration of ANDRITZ's central ERP system has been one of the biggest challenges for the company.

The vision was: *Fiori only!*

This pioneering vision has been successfully implemented as part of the "ASAP S/4HANA" migration project. The ANDRITZ ERP team collaborated with the consulting firm CNT Management Consulting AG from Vienna, Austria.

The ERP team had to simultaneously roll out and provide training for the newly created S/4HANA solution in several countries with multiple languages worldwide.

MAIN GOALS

To avoid any loss of productivity, it was crucial that the globally dispersed end users were introduced to the new S/4HANA system quickly and easily.

Additionally, the creation of user assistance and e-learning content was to be managed from Austria and implemented using ANDRITZ offshore resources.

Due to the extremely short timeframe, experts were required to implement the solution quickly and efficiently.

"The biggest challenge was to go live with all SAP Enable Now users at the same time."



Barbara Freyler
Head of Application Service ERP

ANDRITZ

Your contact:

The SAP consulting firm CNT Management Consulting AG was founded in 1999 in Vienna. Around 400 consultants advise companies in Austria, Germany, Switzerland, Belgium, the Netherlands, Italy, the USA, and Brazil in all areas of SAP integration.

With around 128 million euros in sales in 2023, the company is one of the market leaders for SAP consulting in Austria and is aiming for further revenue and employee growth in the coming years.

Torsten Kranz

Project Management



SOLUTION

The solution for the goals set by ANDRITZ was found in SAP Enable Now and the SAP Enable Now Web Assistant “Companion”.

By using SAP Enable Now, the creation and quality of user assistance and e-learning content could be centrally managed from Austria.

The integrated just-in-time translations provided by the SAP Enable Now AI made it possible to provide learning content in 42 languages without any additional effort.

The Enable Now Companion provides relevant help texts and videos for Fiori tiles and transactions within S/4HANA.

YOUR BENEFIT

The integration between S/4HANA and SAP Enable Now provides beneficial transaction-specific help for end users.

By creating English-language content and just-in-time translations, authors can easily create content and instructions in different languages and writing systems, including Chinese and Indian. This flexible approach enabled the efficient and multilingual creation of training materials.

Overall, SAP Enable Now allowed the company to go live without interrupting existing business processes.

Figures about our client and project



1852

founded in Austria



5

months project duration



29,100

employees



14,000

active SAP users



280

sites worldwide



3

CNT consultants in the project team

ANDRITZ

CNT represented in numbers



450

process and SAP consultants in 12 locations



128

million euros in sales in 2023



25

years of history and innovation



300

clients in Europe, South America, the USA, Africa, Asia, and Australia



85

productive SAP S/4HANA and SAP Ariba installations