



CUSTOMER SUCCESS

SAP:

AGILAIRE MAKES THE CLASSROOM ROCK

THE SITUATION

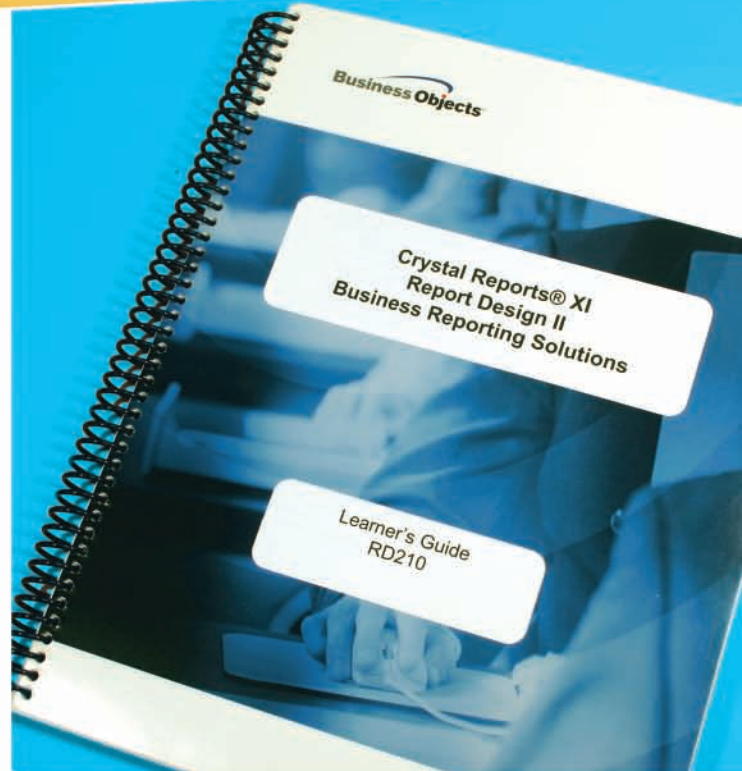
An international software company conducts training and certification classes worldwide. They needed classroom materials printed, bound and delivered to the hosting destination in time for scheduled training. Current distribution from a single printing location added cost and time. Training materials would not always reach the destination on time. Additionally, instructors and clients needed a more efficient method of ordering materials and specifying the date needed.

THE SOLUTION

Agilaire evaluated their needs, and implemented the following:

- Created a website where the instructor/client could order materials and specify the class date. The order would automatically adjust priority and shipping method to match the date needed.
- Set up a distributed manufacturing model, printing in the region where the class was being held: USA, Europe, Asia and Australia.

This resulted in reduced shipping costs and guaranteed success in getting materials to any class destination in time. It also made it much easier to collect shipping history, product usage and other information valuable for tracking and billing.



"We came to Agilaire with the desire to streamline our global training materials. After working with them, we now have an on-line ordering system for our documents that get manufactured around the world depending on our specific locations and needs. Their ability to understand complex logistical challenges and find cost-saving solutions is very impressive."

-Dan Kline, Group VP,
SAP Business Objects Education.