



“We have trusted Liz for years with a wide range of projects from the development and implementation of quality management systems to change management projects that cut across our entire business. “

Karen Clarke – Vice President, Finance & Control Pacific Zone

## Global Fortune 500 company successfully rolls out SAP with the assistance of user guides

### The Customer

As a global specialist in energy management with operations in more than 100 countries, Schneider Electric offers integrated energy solutions across multiple market segments.



### The Issue

Schneider Electric was implementing SAP out across all their sites in the Pacific Zone impacting over 4,000 employees. For this roll out to be a success they needed to provide concise, clear instructions on how to use SAP in every situation.

### The Solution

Liz Murphy was engaged by Schneider Electric to manage a project that would help their staff use SAP efficiently and effectively. This involved working with a large number of stakeholders and subject matter experts, and managing a team of technical writers to design, develop and publish documents that consistently met the needs of the business.

She and her team of technical writers met Schneider's deadline with:

- + 35 user guides
- + 500 work instructions
- + 200 process maps
- + 750 business rules

Most importantly, the feedback from staff on the quality and usefulness of these documents has been excellent.

Karen Clarke (Vice President, Finance & Control Pacific Zone) says, “**Liz Murphy is approachable, professional, and able to work with people at all levels in an organization. She combines a process driven approach with expansive operational experience to find practical solutions that meet the needs of the business.**”