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Safeguard Properties: Training New Hires on Enterprise Software Faster with SAP® Workforce Performance Builder

When it comes to property management, mortgage servicers and lenders rely on Safeguard Properties. With intense and rapid growth, Safeguard needed to quickly train new hires to handle a wide variety of enterprise software transactions. The traditional classroom model could not keep up, so Safeguard turned to SAP® Workforce Performance Builder software. Now everyone has immediate access to critical online training right when they need it, preparing them to serve customers better.

Easy access to over 200 simulations in just one year

E-learning software to get the workforce up and running

Objectives

- Provide reference material on enterprise software transactions to quickly train new hires anytime, anywhere
- Build a library of transaction and workflow simulations
- Increase user adoption of e-learning platforms

Why SAP

- Trusted software provider with proven success in the industry
- SAP® Workforce Performance Builder software provides the end-user training to help maximize the value of SAP and non-SAP solutions
- Ability to organize, create, edit, deploy, and track context-sensitive user help, common and uncommon transaction documentation, simulations, and test scripts with unmatched power and flexibility

Benefits

- Moment-of-need reference material for new hires
- Efficient and effective e-learning training platform
- Friendly user interface with click-and-view access
- Quicker user adoption of e-learning materials
- Creation of over 200 detailed simulations in the reference library in just one year
- Simulations leveraged by the workforce an average of 9,000 times per month

Future plans

- Help employees continue to thrive and serve customers better by growing their skill sets
- Continue to leverage SAP Education offerings as the business grows

Company
Safeguard Properties LLC

Headquarters
Valley View, Ohio

Industry
Professional services

Products and Services
Property preservation services and inspections

Employees
1,700

Web Site
safeguardproperties.com

"SAP Workforce Performance Builder has allowed us to create an entirely new training platform using online simulations of hundreds of transactions. We now have a moment-of-need reference tool to assist all employees in their day-to-day tasks. No more reading and interpreting policies – just click, view, and understand."

John M. Gonos, Director of Training, Safeguard Properties LLC

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