



Baker Hughes relies on ReadyTech for Global Software Training success



ReadyTech Case Study

Baker Hughes Overview

Industry
Energy
Oil Related Services & Equipment

Company Size
Enterprise
62,000 Employees
\$15 Billion in Sales

Headquarters
Houston, Texas, USA

Benefits

- Efficient global training delivery across 7 countries and 2,000 users
- Allowed high-value BPM team to focus on core responsibilities
- 24/7 Live Support for global employee footprint
- Pay-as-you-go pricing model ensures 100% seat utilization rates



Baker Hughes relies on ReadyTech for Global Software Training success

Enabled a rapid training roll-out to more than 2,000 global users

Training for internal software roll-out at Baker Hughes

Baker Hughes is a Fortune 500 global oil field services company, providing oil and natural gas industry products and services for drilling, formation evaluation, completion and production. Comprised of seven divisions, this \$18 billion company maintains sales and administration offices in North and South America, Europe, Africa, Russia, the Middle East and Asia, with business in more than 90 countries.

At the heart of Baker Hughes' success is its ability to consistently deliver best-in-class products, services and strategies to customers and to its internal operations. The company highlights its "Keys to Success" with four core priorities that guide the decision-making at each division: Resource Effectively, Be Cost Efficient, Deliver Value, and Engage People. That means building and buying the right products, delivering the right services, selecting the right people to work with, and identifying key areas of the business worth outsourcing in lieu of developing in-house.

Quick timeline to train 2,000 users across 7 countries

Baker Hughes recently embarked on a Business Process Management (BPM) project to consolidate financial operations across seven divisions and streamline business processes to ensure Sarbanes-Oxley and regulatory compliance. This global initiative included two important ingredients. First, installing Oracle's Hyperion Financial Management System, a comprehensive financial reporting and analysis solution that would consolidate global financial operations. Second, increase the proficiency of over 2,000 users on Oracle's complex software.

Baker Hughes' BPM Project Manager, Marinus Vader, is spearheading the worldwide training initiative and knew that it would be a daunting task. It would require hands-on lab training in several countries, extensive instructor-led courses, and intense coordination. Training also needed to be fast so Baker Hughes could maximize the value from Oracle's software. Vader knew that to execute a training project of this size, Baker Hughes would have to build their own training system - something they have never done - and be responsible for the administrative details for more than 2,000 international users. Vader decided that outsourcing was the solution. It would allow his team to focus on their core responsibilities rather than adding to an already heavy work load. He quickly outlined his key requirements for a training partner which included:

- Global performance for hands-on lab delivery
- Training management and administration services
- Live customer support
- Quick turnaround time for setup
- Reasonable pricing

Based on these criteria, Baker Hughes chose ReadyTech's online training software.



Website

www.bakerhughes.com

Industry

Energy
Oil Related Services & Equipment

Company Size

Enterprise
62,000 Employees
\$15 Billion in Sales

Headquarters

Houston, Texas, USA

Challenges

- Needed global training with quick turnaround across at least 7 countries
- Sarbanes-Oxley and industry regulatory compliance
- Over 2,000 international users requiring training on complex, Oracle financial software
- Needed 24/7 technical support for global training delivery

Solution

Baker Hughes selected ReadyTech's online training software to enable their BPM staff to deliver online training for over 2,000 end users around the world. ReadyTech's global infrastructure allowed Baker Hughes to meet its global training demand, while ReadyTech's 24/7 Live Support ensured the BPM team that training would proceed no matter where and at what time students took their class. By selecting ReadyTech for their training delivery, Baker Hughes' BPM team could focus on their core responsibilities instead of building an in-house training framework, managing lab setup and tear down, and being responsible for supporting more than 2,000 students.

Fully-functional training available anytime, anywhere

With ReadyTech's online training software and global footprint, Baker Hughes instructors are able to provide students with a complete, full-function software environment to any part of the world without worrying about the complicated hardware and software setup. ReadyTech automates the entire process from administration, content delivery, configuration, and tear down of the IT training lab environments. For Baker Hughes trainees, all they need is an Internet connection and a browser to access the training environment where they can learn the skills they need, faster. In addition, Baker Hughes can manage the training content, processes, and delivery from one location so they can track course progress and easily update training images. ReadyTech also provides Baker Hughes with 24/7 Live Support to address any questions quickly and efficiently. Finally, ReadyTech's pay-as-you-go pricing model ensured that Baker Hughes only paid for capacity it used, leading to cost effectiveness and 100% seat utilization rates.

All training objectives met within short timeline

To date, Baker Hughes has used ReadyTech to deliver training labs to more than 2,000 students worldwide. For Baker Hughes, the ReadyTech approach meant that:

- **Internal resources are freed up for critical business purposes:** With ReadyTech handling the global training deployment, administrative coordination and hands-on lab delivery, the Baker Hughes BPM team can stay focused on its core responsibilities rather than administrative and IT troubleshooting activities. ReadyTech not only managed the lab coordination but also provided a support team ensuring that the training environment was ready to go whenever required.
- **BPM project's training goals were met:** With ReadyTech's global reach and hosted training environment, Baker Hughes delivered hands-on training across the globe in a very short time period. The BPM project has stayed on-track to meet company deadlines. With just a browser and an Internet connection, ReadyTech enabled Baker Hughes trainees to access labs online from anywhere in the world.
- **24/7 Live Support:** Baker Hughes gained access to the ReadyTech Live Support Team 24/7 for technical and non-technical answers and recommendations. Whether Baker Hughes needed step-by-step training, management assistance or a demonstration on the online training software, ReadyTech kept the training program on-track and all processes streamlined.
- **Rapid Deployment:** ReadyTech launched the Baker Hughes training program in less than one week. The only requirement was a copy of the training images.
- **Operating expenses controlled:** Using ReadyTech's pay-as-you-go model, Baker Hughes only paid for actual use of the program without long-term commitments or limitations on the number of concurrent users.

Benefits

- Efficient global delivery across 7 countries and 2,000 users
- Allowed high-value BPM team to focus on core responsibilities
- 24/7 Live Support
- Pay-as-you-go pricing model ensures 100% seat utilization rates

About ReadyTech

ReadyTech is the easiest and most cost-effective way to deliver worldwide IT training. Our proprietary technology eliminates the most cumbersome, technical and administrative functions of running an IT training program. Students can connect through a browser from anywhere in the world to a high performance lab-environment suited for their needs. Our online training software gives instructors complete oversight and control of the lab environment and virtual classroom.

Call

United States: +1 (800) 707-1009
Netherlands: +31-(0)30-205-9951

Connect with us

@readytech

Email

get-info@readytech.com

Website

www.readytech.com



ReadyTech Corporation
2201 Broadway Suite 202 | Oakland, CA
94612 | United States | +1 (800) 707-1009

ReadyTech Netherlands B.V.
Coltbaan 2 | 3439 NG Nieuwegein
Netherlands | +31-(0)30-205-9951 | KvK 56948387

Connect with us:

@ReadyTech | get-info@readytech.com | www.readytech.com