Duppal
SMART COLLABORATION

Reference Case

KRAMP

Customer Kramp is Europe's largest specialist in spare parts and accessories for the agricultural industry. Kramp is the essential partner for its customers and suppliers with over 500,000 products online available, 10 distribution centers and 24 sales offices spread over Europe.

Challenge Increase the usage numbers of Skype for Business and build confidence with the users by organizing a full re-introduction program.

Results High interest of end users during the program, resulting in successful training sessions and increase of use of Skype for Business.

The decision for Kramp to re-introduce Skype for Business in the company, was based on the following strategic reasons:
- Sharing knowledge across offices and countries within Kramp is important, Skype for Business can help teams to work more efficient together
- Taking away barriers that hinder efficient collaboration
- Less travelling will result in time savings for the employees and positively influences the Time to Market.

"Working with Duppal was a very positive experience for me. Their approach was pragmatic and to the point. They translated the question we had to a full program that worked for Kramp."

Stefanie Maarse - Communications Advisor

"We've found in Duppal a knowledgeable partner in the field of Skype for Business. In short: "they just did it.""

Ebel Noorman – IT Manager

Duppal supported KRAMP in the following four project phases:

1 *Design*
   Duppal advised Kramp in the technical framework conditions that should be in place, prior to starting the Skype for Business re-introduction project. This includes: international conferencing possibilities & technical checkup of the Skype for Business environment.
2 *Implementation*
   Duppal created a clear support process. This includes input for the Information Portal with for example Quick Reference Cards, Frequently asked questions and a When-To-Use-What-Matrix.
3 *Usage & Adoption*
   Duppal executed multiple training sessions about how to use Skype for Business successfully. The training sessions where both remote and in class. Together with an intensive internal communication campaign, the training sessions were positively assessed.
4 *Aftercare*
   A questionnaire was used to assess the program and a follow up was defined for extra training sessions.

Uniqueness of the project Within this project there was very close collaboration between IT, Communications and Duppal. This mix of expertises ensured that all users were aware of the re-introduction program of Skype for Business. The Kramp project team has experienced this program as very positive and the program has empowered employees to use Skype for Business more frequently.

Duration of the project
July 2017 – December 2017