

Case Study: Animal Health International Inc. (AHI)

Increasing Efficiency Across the Board

At A Glance:

- Uniform platform for users across global entities
- Consistent format and efficiency for communications
- Employees engaged with easy to use uPerform software
- Ease of acquiring information and using training programs to increase employee knowledge

Need For Consistent Training

Animal Health International (AHI), a supporter of the livestock industry with more than 85 thousand products, maintains daily contacts with its employees across the United States and Canada. With its employees dispersed in multiple locations, AHI needed to provide steady forms of communication at all times.

AHI was tasked with training its employees

throughout the organization's global offices. The company's trainers could not travel to all of the employees' locations and wanted consistent training for all employees. AHI needed a tool that created a central uniform location for all employees to take charge of their training progress and improve how they conduct their daily business. The company was also in dire need of an established module for its warehouse management system.

Self-Support

In late 2012, AHI originally integrated SAP's software and then integrated ANCILE uPerform™ into their systems to create context-sensitive help and a connection to Microsoft SharePoint™. Implementing the software allowed AHI to create work instructions, reference guides and video training for employees. As employees became comfortable with the software, they had the ability to fix problems themselves instead of having to go to the company's Help Desk and Training teams.

"The software empowered employees to self-educate on system functionality," said Devon Brown, AHI's Service and Quality Manager. "Through weekly support spotlights, our employees enjoy the advantage context-sensitive help provides."

Consumption statistics from employees supported next-step activity in IT, as development focus shifted to what employees were interested in. Self-support increased efficiency and productivity on both the Help Desk and employees' ends.

Results and Next Steps

With the use of ANCILE uPerform, AHI now has one location for all communications and training purposes. Any changes or adaptations that need to be made are easily done inside the platform rather than over e-mail.

Through uPerform, AHI has also established a database of organizational structures for business processes. Most importantly, with the creation of over 1,100 documents employees are now self-sufficient in all of their training needs.

"Since the application helps users find the information they need quickly, the knowledge of our employees has increased since implementing uPerform," said Brown.

AHI is continuing to integrate new modules including Enterprise Warehouse Management (EWM) for warehouse distribution processing which will help in distributing and tracking all of AHI's products for additional efficiency across the enterprise. AHI has also upgraded to the uPerform 5.0 platform and is currently working to improve and add to their video tutorials.

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- Devon Brown, AHI