

Case Study: SNG

JSC «Surgutneftegas» (SNG) Uses ANCILE uPerform™ to Keep Employees Performing in the Face of Perpetual Change

Challenge:

Keep employees performing at their peak despite ongoing changes in technologies and processes.

Solution:

SNG chose ANCILE uPerform™ to create and deliver work instructions and performance support on changing technologies to employees where they work – reducing their reliance on training sessions.

Results:

SNG has used ANCILE uPerform to distribute nearly 5,000 work instructions, as well as over 500 elearning courses, allowing their employees to be self-sufficient.

Change is constant at SNG. As an innovative and progressive-thinking organization, «Surgutneftegas» (SNG), a gas and oil company based in Surgut, Russia, consistently implements and upgrades its tech tools and processes to keep up with the latest advancements.

This constant change – taking the form of regular

upgrades and implementations on the company's entire software portfolio – requires extensive, ongoing employee training, change communication, and a commitment to ensure full user adoption of the new systems. SNG's authors were manually capturing work instructions in document form and found they were unable to provide meaningful support to employees.

SNG needed a reliable tool to train and support employees in their daily tasks. “We were looking for a system to provide collaboration in creating, storing, and managing user instructions. We asked SAP - as one of the world leaders in the field of elearning and remote training - to integrate a user support system based on ANCILE uPerform software,” said Nikolay Sorokin, Head of Monitoring and End-User Support at SNG. The solution, if successful, would provide SNG employees with a self-service portal to work instructions on the job – allowing them to remain productive in the face of ongoing change.

Resource Multiplier Allows for Dramatic Output

SNG used ANCILE uPerform to quickly develop 4,970 work instruction documents and 509 eLearning courses. Mr. Sorokin says, “Thanks to ANCILE uPerform, SNG has not been required to employ additional support staff to aid in content creation, despite a significant growth in end user numbers.”

For those offices with slow connections, SNG

deployed local content servers; this way the abundant new content is always just a click away.

Sorokin managed the change in training resources by communicating to employees by email as well as notifications in the software platforms themselves. As such, he avoided forcing SNG to invest in costly and inefficient training sessions.

Easy-to-Use Software Reduces Errors

Sorokin was impressed by the convenient and intuitive ANCILE uPerform user interface, and authors were quickly creating content for end users. “We were able to fully replace all our applications and portals with uPerform software,” said Sorokin. “We now have one central location for our content creation which is easy and efficient for our end users.”

Additionally, the integrated SAP and ANCILE uPerform portal, which replaced SNG’s internal WEB application, created an easier solution for the employees. The simple functionality in the collaborative creation, storage, and management of work instructions provided SNG with good performance and compliance. SNG has seen a reduction in support calls, a decrease of interruptions due to customer support needs, and increased comprehension of processes and procedures put in place by the European Union (EU).

SNG also uses the uPerform software to create courses, simulations, and work instructions for Microsoft, Oracle, and IBM SW applications. Sorokin says, “The number of end-user errors in SAP, as well as other systems, has been reduced significantly.”

Results

The development of instructional content and the productivity of SNG employees have improved greatly with the use of ANCILE uPerform. SNG now has a diverse number of ways to train employees,

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a structured web portal, a personalized employee support environment, and consistent and reliable updates on changes in software. The company has provided a centralized location from which users can acquire all of their content and instructions.

“With the use of uPerform, our employees are now better trained and have a convenient interface for self-service,” said Sorokin. “We can now provide simple and reliable tools for training, which helps streamline our process and improves how we conduct our business.”