Case Study: Tyson Foods

Tyson Foods Adopts ANCILE uPerform™ to Reduce Learning Curve and Deploy SAP Training Globally

Challenge:

Centralize legacy learning content and implement performance support software that is user-friendly and deployable both domestically and internationally.

Solution:

The ANCILE uPerform™ solution allowed Tyson Foods' authors to quickly consolidate 3,000+ documents, while creating, editing, and sharing learning content with 20,000+ domestic and international team members.

Results:

The development of training materials is now more efficient than ever, with 270+ authors creating, editing, and sharing learning content with 50+ global business units.

With over 3,000 training documents, Springsdale, Arkansas-based Tyson Foods must decide upon a way to centralize training content and achieve rapid-time-to-value for their 115,000 employees in 90 countries.

Tyson Foods, Inc., founded in 1935 with headquarters in Springdale, Arkansas, is one of the world's largest processors and marketers of chicken, beef, and pork, as well as prepared foods. The company provides products and services to customers throughout the United States and more than 130 countries, while employing 115,000 team members at more than 400 facilities and offices in the U.S. and around the world.

Tyson selected ANCILE uPerform™ to create and deliver new learning content to domestic and international team members. In addition, ANCILE uPerform allowed Tyson to easily aggregate the company's existing 3,000+ legacy ANCILE Info Pak™ training documents under one learning library.

The objective was to train domestic and international team members on new SAP software, without duplicating existing content or consuming unnecessary time. With ANCILE uPerform, Tyson is able to encourage department heads and content authors to determine knowledge gaps and training priorities. The software also provides employees with access to flexible and intuitive, digestible training content to unify their global offices and reduce complexities and redundancies in adoption and deployment.

The Challenge

In July 2003, Tyson Foods underwent a major SAP implementation project, igniting a need for advanced employee training throughout the organization. The company installed ANCILE Info Pak to assist with the development of internal training materials.

However, Tyson Foods was faced with another dilemma in 2012, which called for greater SAP implementation throughout the company's domestic and international offices. Although ANCILE Info Pak had helped the company to train employees on SAP for several years, Tyson Foods was in need of a software solution that would enable the continued creation of learning documents and simulations to distribute SAP training throughout its global offices.

Specifically, Tyson Foods wanted to take advantage of the single-source creation and maintenance of both documents and simulations – a feature offered by ANCILE uPerform.

The Transition to uPerform

In April 2012, Tyson Foods transitioned all new documents to ANCILE uPerform and, shortly after, began to train domestic and international teams on its new SAP software. The company's first international roll out was Tyson de Mexico, later branching out into other offices such as Tyson do Brazil.

ANCILE uPerform made developing, organizing, managing, and distributing training content via the web a breeze. Tyson's authors could now manage a single-source document and simulation in one session, without additional training, and deploy globally to other offices. Content authors could also batch publish content in a variety of formats (Word, PDF, and test scripts) and support large projects with hundreds or thousands of documents.

More importantly, ANCILE uPerform enabled Tyson Foods to easily centralize its 3,000+ ANCILE Info Pak documents, while creating flexible and intuitive elearning courses capable of incorporating basic training information, assessments, and pop-ups. ANCILE uPerform provided a robust and user friendly experience, realistic and adaptive learning, consistency of content and layout, and assessment tracking via Tyson's individualized in-house website. The software also provided a similar look and feel for Tyson Foods' new training materials, which assisted team members who were transitioning to the new software.

Results

ANCILE uPerform is now used by more than 20,000 of Tyson Foods' team members worldwide and is distributed to 50 different business units. The number of content creators has grown as well from 20 authors to more than 270 using ANCILE uPerform to develop, manage, and distribute training materials for SAP and non-SAP related courses across Tyson's global offices.

Today, Tyson Foods uses ANCILE uPerform to monitor hit counts to help content across SAP and other company applications. With this functionality, content authors can identify content that is helpful to employees and replicate across offices or adjust and

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>
> — *Charles Brown,*
> *uPerform Administrator for Tyson Foods*

delete stagnant content, as necessary.

The company's PTMS, Legacy and Box Shop System teams also benefit from the software's recording features and remote capabilities, omitting the need to enter information manually, while increasing workforce productivity by 35 to 40 percent. The ANCILE uPerform Test Script output also enables Tyson Foods' business groups to skip the manual process of entering step-by-step details and, instead, create a single Microsoft Excel document for direct upload to the company's Quality Center or Test Director in SAP.

The Reaction

According to Charles Brown, uPerform Administrator for Tyson Foods, ANCILE uPerform is "fantastic and easy to learn and understand" and works "great on [Tyson's] non-SAP legacy systems and other web- and Windows-based programs." With ANCILE uPerform, the company easily records Windows-based systems and captures screenshot images for inclusion in training documents – an important feature for Tyson's Remedy Group and troubleshooting overseas.

Brown also notes that, "many business areas [are] impressed with the ease and use of uPerform and its document options, and they are increasing their training and document output for team member access and knowledge transfer." The ANCILE uPerform built-in editor, easy deployment, and centralized training now allow "[Tyson's] business areas to offer more specific employee training" for SAP and other programs, decreasing knowledge gaps and improving productivity on a global scale.

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