

## Case Study:

# Mapletree Investments Pte Ltd



## Self-Paced Learning Reduces Cost and Retains Knowledge

### About Mapletree

Mapletree Investments Pte Ltd is a leading real estate development, investment, and capital management company headquartered in Singapore. With over 2,000 employees and 16 offices in key cities in Asia and beyond, Mapletree recognizes the challenge of supporting IT users who are from different geographies.

### Key Challenge

- To ensure consistent rollout of training materials across geographies for both users and trainers

### Key Objectives

- Create and retain organizational knowledge
- Provide an interactive solution for employees to learn at their own pace and learn on the job to support daily tasks
- Ensure IT users have access to the latest version of user guide/ eLearning materials.

### Key Results

- 30% reduction in support calls to IT Help Desk

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## New Technology Sparks Learning Change

In conjunction with their SAP implementation, Mapletree purchased ANCILE uPerform®. ANCILE uPerform rapidly captures business processes and how-to's simply by recording a task in the target application. The resulting single-source file can be published into a variety of formats, including simulations, documents and online help.

Mapletree uses ANCILE uPerform to produce two types of learning content for their employees:

1. eLearning courses; and
2. Simulations.

All business process flows involve the following:-

1. Business flow;
2. Systems flow; and
3. Human interaction flow.

eLearning courses encompass all three above, with policies and procedures and the ability to divide into individual steps or transactions.

Simulations provide employees with access to a format that matches their learning preferences. This kind of step-by-step

“This kind of step-by-step instruction helps maximize user performance because the content is accessed at the moment of need.”

instruction helps maximize user performance because the content is accessed at the moment of need – right when the user is executing a task within the application. Mapletree simulations guide employees through proper steps in SAP transactions. ANCILE uPerform elearning courses help Mapletree deliver conceptual and process information.

## Time and Cost Saved – and Knowledge Retained

So, how did Mapletree do in terms of addressing their training challenges?

To ensure consistency, user manuals have to be ready before any new applications are launched. With this ANCILE solution, the respective solution owner is only required to record the application contents with annotations and publish them onto the Mapletree Online uPerform training portal. This process is done within a single step and the whole content is made available to all targeted Mapletree staff. As this is a simple process, it helps to incentivize the solution owner to continually update their documents.

Mapletree now has a solution that enables quick sharing with new hires. This replaces the need for costly classroom training.

In addition, the content is available online for employees to refer to as and when needed.

## Building on a Solid Foundation

Going forward, Mapletree intends to use uPerform for other areas such as for their learning management system (LMS).