

Solving the challenges of continuous software updates within large global organizations



An upgrade to an integral part of your business software can pose great challenges if you're a global company with thousands of employees. Like many organizations faced with a software upgrade project, Georg Fischer Piping Systems was looking for a solution to help them with the training and onboarding. They have more than 1000 employees depending on the CRM system across seven different language versions.

Georg Fischer is a global industrial engineering company with more than 14,000 employees and three divisions. GF Piping Systems itself is located in 34 countries with more than 6,800 employees and generated sales of CHF 1.802 billion in 2019. With more than 60,000 products, GF Piping Systems offer complete system solutions.

With Microsoft supplying updates to their solutions every 6 months, this results in a constant need for updates to the training material. Without the Replay function and the multilanguage support, Anja and her team would never be able to stay on top of their training material, let alone have time to create seven language versions to support the languages of their CRM.

“ Every 6 months there is an update from Microsoft. That means that we must update our training material every 6 months. If we would do this in the normal way, we would only be sitting updating the training material. With ClickLearn we can use the Replay feature to replay our videos and then just continue working with them.

The Georg Fischer employees are particularly happy with the ClickLearn Assist feature that gives them support directly from within their system whenever they have questions.

Based on the success of the ClickLearn project, Anja and her team are now planning to roll out ClickLearn-based training materials across the internal sales and marketing functions within the GF Piping Systems organization.

CLICKLEARN OVERVIEW

- As part of an upgrade from CRM 2013 to CRM 365 implemented ClickLearn to create all user training
- Team of 3 authors creating training (video and documentation)
- 1000+ users in external sales
- Replay feature to keep up with Microsoft updates every 6 months
- Assist feature supports users directly in the CRM



Anja Schmid (Junior CRM Community Manager, GF Piping Systems) joins MVP Rick McCutcheon for a chat about the challenges and success of their CRM upgrade project.

Tuesday June 30th
13:15 - 13:45