

Clarity Helps Fuel ERP Upgrade for Propane Company

Challenge

Ferrellgas, the second largest propane distributor in the United States and Puerto Rico, chose to update its customer service and enterprise resource planning (ERP) system to the most recent version.

Opportunity

This project involved upgrading the human resources management systems of the ERP and developing of a series of training modules to support the implementation. Ferrellgas management selected a Web-based training format because the target audience was geographically dispersed. Based on the level of change and the number of modules required for a successful system deployment, the training development cycle was aggressive. Clarity provided consultants with experience in Web-based training, design, and implementation to develop multiple training modules.

Results

The consultants received detailed business process storyboards and a storyline from the client and built each Web-based training module around a specific business



process. The modules were designed using Captivate®. Despite the aggressive timeline, Clarity's consultants completed the modules. The client was extremely pleased.

▶ Do you have critical projects to complete, but lack the necessary resources to get the job done? Contact us.



Clarity enabled the client to:

- Upgrade its ERP system and train employees within a short timeframe.
- Use Web-based delivery to reach geographically dispersed employees.

