



Ariba® Education and Change Management

Why Ariba Education and Change Management

Many vendors provide a broad range of change management services without specific domain or product expertise. At Ariba, we know our toolsets and we understand the people who use them. We have helped scores of companies to create and deliver effective education and change management programs that deliver results.

You've invested a lot in solutions to make business more efficient. But if your team—and perhaps more important, your trading partners—aren't using them, your money is not being well spent.

Ariba can help with Ariba Education and Change Management services. Delivered as part of Ariba University—a unique educational forum through which Ariba helps buyers and suppliers around the world build the skills needed to maximize their investments in business commerce solutions and reap the benefits they provide—Ariba Education and Change Management Services provide the knowledge and skills required to successfully deploy, use, and maintain Ariba's business commerce solutions both within your four walls and among your trading partners.

Learn How with Education and Make it Stick with Change Management

Education

Ariba Education Services offer courses to guide you through every step of your commerce journey.

Starting with Standard Product Training/core team training, the focus is on solution training (functional, technical and administrative) for the customer implementation team or group of key users. By enabling these teams, you can streamline your project efforts and more effectively manage the Ariba implementation and solutions.

These core training programs typically start in the beginning phase of the project and, depending on the number and type (i.e. features and functions or technical) of desired sessions, the activity generally runs one to two weeks. This training enables key project team members (business process users, administrators, implementers, etc.) to gain knowledge of the solution's base functionality, technical configuration, and capabilities so that you are prepared for design and implementation discussions and planning.

If you need more guidance and training program management, the Ariba Education Services team can conduct more in-depth customized training solutions. These projects start with needs analysis based on your culture, end user audience, requirements, business processes and software, and deliverable requirements. The Ariba Education Services team may create customized materials for an instructor-led training rollout, a train-the-trainer approach, web-based training, or a blend of training methods. The focus is most often geared to your end user community, and is typically conducted two to three weeks prior to a Go-Live date. These customized training programs allow you to ensure adoption at all levels and to build a more-customized program to fit your needs.

Led by Ariba-certified instructors, Ariba Education courses are offered in a variety of formats to meet the unique needs of your team, including:

- **Instructor-Led Training** - We offer complete role-based, task-specific training on current product offerings at our state-of-the-art Ariba learning centers covering topics on all of Ariba's business commerce solutions.
- **Private On-Site Training** - All courses offered through Ariba University can be delivered at your site location—providing you the opportunity to tailor the delivery to meet your internal processes and overall education requirements.
- **Customized Training and Delivery** - Taking it a step further, Ariba Education Services can create customized training programs to meet your comprehensive training deliverables and adoption goals.

Online modules are also available to facilitate more flexible and global education programs.

Ariba Education delivers I.S.M.- accredited education, training, and change management services to customers and partners around the world. Our seasoned instructors, instructional designers, and education consultants combined deliver more than 350 classes per year to more than 2,000 students.

About Ariba, Inc.

Ariba, Inc. is the leading provider of collaborative business commerce solutions. Ariba combines industry-leading technology with the world's largest web-based trading community to help companies discover, connect and collaborate with a global network of partners – all in a cloud-based environment. Using the Ariba® Commerce Cloud, businesses of all sizes can buy, sell and manage cash more efficiently and effectively. Over 500,000 companies around the globe use the Ariba Commerce Cloud to simplify inter-enterprise commerce and enhance results. Why not join them? To get on the path to Better Commerce visit: www.ariba.com/commercecloud/

Change Management

Just because you build it doesn't guarantee they will come. To successfully drive adoption of your commerce solutions requires dedicated change management. Change management is not just communications and training. It is a comprehensive plan to provide the information, training, support, and motivation for your people to apply your commerce management practices and tools the right way.

And Ariba can help you develop one. Ariba Change Management solutions are specifically designed to drive adoption of your business commerce solutions by focusing on your team. It all starts with a Strategic Change Management Assessment, which includes:

- Audience analysis
- Objective specification
- Communications planning
- Training planning
- Support planning
- Motivation planning

Situation-specific packages to meet your user needs are available as well, including our popular Upgrade Organizational Readiness Kit, with a focus on quick delivery of common, best-practice communications and training tools, including:

- Upgrade communications templates
- Upgrade delta training presentations
- Upgrade functionality overviews

With Ariba Change Management Services, you can develop a plan that facilitates:

- A comprehensive user performance plan
- Measurable objectives to validate program success and areas for improvement
- Best practice input from Ariba consultants with similar customer experiences

Ready to get started?

To learn more, visit the Ariba website at www.ariba.com or contact your account executive or Ariba Global Services account lead.

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