

Zurich Insurance Group: Measuring Skills and Closing Skills Gaps with SAP® Learning Hub



Company

Zurich Insurance Group Ltd.

Headquarters

Zurich, Switzerland

Industry

Insurance

Products and Services

Wide range of insurance products for individuals and large, midsize, and small companies

Employees

55,000

Web Site

www.zurich.com

Objectives

- Improve and enhance SAP® Service and Support offerings for the business
- Increase customer satisfaction
- Qualify and improve service-level agreements with third parties
- Manage and improve skills specific to SAP software

Why SAP

- Software based on an advanced learning concept
- Software tool that analyzes and assesses skills specific to SAP software
- SAP Learning Hub, designed to develop expertise in experts
- Certifications that can measure success

Benefits

- Increase of 65% in customer satisfaction
- Higher employee motivation
- Increase in certification exams passed

Future plans

- Deepen experts' knowledge of services from SAP efficiently and on a continual basis
- Integrate knowledge development with the program for improving delivery skills

65%

Increase in customer satisfaction

Higher

Employee motivation

Greater

Number of certification exams passed

“SAP Learning Hub provides our subject-matter experts with all the knowledge about SAP software they need. It allows them to dive into new solutions from the moment they are released, train themselves in a variety of software modules, and search for answers as soon as questions arise.”

Yves Welti, SAP Shared Services Support, Zurich Insurance Company Ltd.

