



Lennox Industries **saves time and gets more out of SAP** by adopting Michael Management's online training for their employees.

**Company: Lennox Industries**  
**Industry: Heating & Cooling**

## SITUATION

Lennox Industries did not have a formal method in place for training their employees in SAP. New employees would have to find other people in the company to help answer any SAP questions they had.

This approach was fundamentally problematic due to the time that existing employees had to spend training new employees instead of working on their core responsibilities. Jaci Tomkinson, Process Improvement Instructional Trainer at Lennox Industries, estimates employees were spending upwards of 20 hours a week training coworkers on SAP.

"We thought that there had to be a better way to teach something a bit more accurately or give people hands on training without tying up another resource," shared Jaci.

Lennox decided to seek out a resource capable of providing SAP training system that was easy and convenient for employees without demanding a significant time commitment from those already trained in the software.



## SOLUTION

Lennox Industries decided to partner with Michael Management for their SAP training.

One of the main reasons they chose Michael Management was the convenience of having an online portal. "We found it and realized that it was a good way to not have to send people off to a class; they could do it on their own time. They could do SAP training during work or after work," Jaci explained.

Perhaps the biggest payoff of Michael Management has been the increased confidence Lennox employees have in using SAP.

"People are now more comfortable going into SAP," said Jaci. "Before, they were scared to touch anything for fear of breaking something inside the system. It has empowered people, given them more confidence."



## CASE STUDY

### RESULTS

- **Saves employees' time.** Prior to Michael Management, employees were spending an estimated 20 hours a week training new hires on SAP.
- **Increased confidence using SAP.**
- **"Extremely easy and convenient to use,"** according to Jaci.



“Michael Management is easy to work with. They're literally holding your hand from the time you register. You could be doing a course at 2:00 AM and you're like, 'I am really having problems with this, I'm not understanding what this thing is asking me to do.' You can just chat in and somebody pops up and says, 'How can I help you?' They're really good.”

**JACI TOMKINSON**  
Process Improvement Instructional Trainer  
Lennox Industries

