

2025

## Case Study

Digital Process World (DPW) | Vaillant Group

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### TASK

The Vaillant Group is pushing ahead with the digital transformation of its systems and processes. In a tender process, datango prevailed over its competitors as an on-premises solution thanks to its broader range of functions and more attractive price. The rollout was to take place simultaneously in five countries. Until now, process documentation and training had been created manually.

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### PARAMETERS

**Industry:** HVAC (Heating, Ventilation and Air Conditioning)

**Project duration:** Since 2018

**Project title:** Digital Process World (DPW)

**Number of authors:** >100

**Number of end users:** 9.000

**Applikation:** SAP S/4HANA, SAP Fiori, Salesforce, Lightning, JIRA, Confluence, SAP Success Factors, internal collaboration tools

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### SOLUTION & RESULT

The Vaillant Group has divided its organization into end-to-end processes along the core value chain, e.g., sales, service, production, and accounting. So called central “process owners” have been designated as responsible for these processes. The new training courses are based on these process structures, and the process owners are also responsible for creating and providing training material. Coordination with local entities is carried out by local process owners, who are responsible for adaptations and translations. In line with these structures, employees have been divided into user groups according to processes and locations. The Vaillant Group chose datango as its complete solution and introduced the authoring tool datango Creator, the user adoption assistant datango Live!, and the LMS datango Collaborator, including Academy and Analyzer.

After one day of training, authors are able to produce content. The English interface (EN-GUI) is generally used and combined with the required language versions via the re-recording function.



The datango Collaborator was customized for the Vaillant Group to enable an LDAP import of users and groups. This ensures that users and access groups are always up to date in the system and that only content and courses relevant to the user are displayed. Learning progress is monitored using the datango Analyzer reporting tool.

The training management comprises the platform, the community and the supply of the community and is designed by the process owners and authors, who regularly exchange information on learning content, new functions, problems, didactic topics, updates and localization.



## TOP 3 PROJECT SUCCESS FACTORS

**-80%  
Required time**  
Creating  
documentation

**+70%  
Efficiency**  
International  
rollout projects

**1-day training**  
Author  
onboarding



## CUSTOMER FEEDBACK

*datango has improved our training system. It is a practical software with re-recording functionalities, multilingualism, and an export function for documentation. A really efficient solution that provides us with noticeable support for parallel rollouts.*

*Michael Kulpok, Change Management Lead*



## CUSTOMER SHORT PROFILE



The Vaillant Group is an international company headquartered in Remscheid, Germany. It is one of the leading companies in the fields of heating, ventilation, and air conditioning technology. Its product portfolio ranges from efficient heating appliances based on conventional energy sources to system solutions for the use of renewable energies. The renowned company has been family-owned since its founding in 1874.



## CONTACT

# datango

We are here for you. Do you have any questions? You still need information about our products? Then please feel free to contact us. Our team will help you! It's best to make an appointment directly for an online presentation of our products.

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