

Case Study

Sandia | IT Applications End User Support

TASK

Sandia had created thousands of pieces of end user training & support content for their end users using Oracle UPK and did not want to waste all these valuable education assets. In 2022, they tested datango against other products in the market, including uPerform, WalkMe, TTS, and Assima, to convert all their Training Content that had been generated. After extensive testing, Sandia chose the datango on-premise solution as their Training and Support platform in 2023.

PARAMETERS

Industry: National Security

Project duration: Since 2023

Project title: Sandia Phoenix

Number of end users: 16.300

Number of Authors/Editors: > 250

Applications: Oracle EBS across the Sandia IT Enterprise

SOLUTION & RESULT

The existing content was converted in bulk to the datango platform in under one day and then Sandia started editing the existing content with their system business process owners, as well as creating new content in other IT applications.

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To date, Sandia has thousands of pieces of content in multiple IT enterprise applications and plans to extend the use datango across their IT landscape to more US Government workers and contractors.

TOP 3 PROJECT SUCCESS FACTORS

<1-day	>2500	-90% time
All content conversion	Saved training assets	50 language versions



CUSTOMER SHORT PROFILE



Sandia has delivered essential science and technology to resolve the nation's most challenging security issues. Sandia National Laboratories is operated and managed by National Technology and Engineering Solutions of Sandia, LLC., a wholly owned subsidiary of Honeywell International, Inc. National Technology and Engineering Solutions of Sandia operates Sandia National Laboratories as a contractor for the U.S. Department of Energy's National Nuclear Security Administration (NNSA) and supports numerous federal, state, and local government agencies, companies, and organizations.

Although most of Sandia's employees work at Sandia's headquarters in Albuquerque, NM, or at its second principal laboratory in Livermore, California, others are working at various sites

in the U.S. and abroad to deliver innovative and reliable solutions in a changing world.

As a Federally Funded Research and Development Center (FFRDC), Sandia may perform work for industry responding to certain types of federal government solicitations. The solicitation must allow FFRDC participation and meet the requirements of Sandia's management and operating contract with DOE/NNSA.

A strong science, technology, and engineering foundation enables Sandia's mission through a capable research staff working at the forefront of innovation, collaborative research with universities and companies, and discretionary research projects with significant potential impact.



CUSTOMER FEEDBACK

We were delighted with the ease of use of the datango solution, the bulk conversion with high fidelity, and the ability to capture other IT Applications. The Conversion process was fast and seamless, with a high level of fidelity, so very little editing after QA. We used our Business Process Teams to edit the converted content in datango and create new content in Oracle, which was then accessed from various secure facilities in a variety of languages. datango is so easy to use, work with, and be supported globally by Development and Customer Success Teams around the globe: they are a pleasure to be part of our end user support solution.

datango

Do you have any questions? You want to know more about this case or our products? We are here for you. Please feel free to contact us. Our team will answer all your questions! On our website you can also directly make an appointment for an online presentation.

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