



# TOTAL TRAINING SOLUTIONS

**A Modular Approach to User,  
Supplier, and Admin Training**

**CCP Global Ariba Managed Support**



The **RIGHT** Partner. The **RIGHT** Team.  
The **RIGHT** Support.



**2023/2024**

# Why CCP Global?



**CCP Global has been providing U.S. based Ariba consulting services since 1998 as the first certified SAP Ariba Training Partner. Our consultants average 10+ years of experience each with expertise in both upstream and downstream modules, as well as important transition skills such as change management and training.**



**The right partner. The right team.  
The right support.**

**If you're experiencing issues with administrative knowledge, user or supplier adoption, change management, or training, our AMS team can help.**

**Our highly experienced consultants will learn how Ariba works for you and create an effective, detailed plan to properly train your target users.**

# CCP Global's Total Training Solutions

## Ariba Training Packages

### Tier 1

Training  
Documentation  
Creation

This package may be the right fit IF:

- You have recently deployed your Ariba solutions.
- You need more training documentation than what was created during initial deployment or you need updated documentation due to changes in configuration.
- You intend to facilitate your own trainings.

### Tier 2

Train the Trainer  
&  
Admin Training

This package may be the right fit IF:

- You have recently deployed your Ariba solutions.
- You need more training support than your deployment partner provided.
- You intend to facilitate your own end-user training.

### Tier 3

End User Training

This package may be the right fit IF:

- You have recently deployed your Ariba solutions.
- You are experiencing challenges with internal user adoption or a high volume of user support tickets.
- You have made major changes to your system configurations which will impact user experience.
- You are rolling out systems or processes to new user groups.

### Tier 4

Supplier Training

This package may be the right fit IF:

- You have recently deployed your Ariba solutions.
- You are experiencing challenges with supplier adoption or supplier support queries.
- You have made changes to the way your suppliers interact with your system, such as adding new supplier management tools.
- You are undergoing a supplier enablement or integration effort and are not getting the intended response rates.

# Ariba Managed Support (AMS)

## CCP Global's Total Training Solutions

### Tier 1

#### Training Documentation Creation

Available Services:

- Creation of training repository
- Documentation of system configurations (Functional and Technical Design Documents)
- Role based user training documentation
- Quick reference guides (QRGs)

**Tier 1 Service Pricing Starting at \$15,000**

**Remote Delivery**

### Tier 2

#### Train the Trainer & Admin Training

Available Services:

- Creation of training repository
- Documentation of system configurations (Functional and Technical Design Documents)
- Live and recorded administrative training for systems admins
- Creation of admin training guides
- Creation of end-user training curriculum and presentations
- Delivery of train the trainer training sessions to review configurations and documentation

**Tier 2 Service Pricing Starting at \$20,000**

**On-Site or Remote Delivery Available**

### Tier 3

#### End User Training

Available Services:

- Creation of training repository
- Role based user training documentation
- Creation of end-user training curriculum and presentations
- User quick reference guides (QRGs)
- Live and recorded end user trainings

**Tier 3 Service Pricing Starting at \$30,000**

**On-Site or Remote Delivery Available**

### Tier 4

#### Supplier Training

Available Services:

- Creation of supplier facing training repository
- Custom branded supplier documentation for onboarding and SAP Business Network
- Live and/or recorded supplier training sessions
- Supplier quick reference guides (QRGs)

**Tier 4 Service Pricing Starting at \$15,000**

**Remote Delivery**

## Additional Services

Our technical staff has over 25 years of experience. We can step in and be a part of your deployment team to provide guidance on how to tackle the critical change management components that are crucial to the success of your Ariba deployment. We will help you create and execute a customized change management plan to get ahead of your user and supplier adoption issues and ensure the success of your deployment.

**Change Management Services**

Find out more by visiting our  
**AMS page**

Or **contact us** for your  
customized quote

**Director of Managed Support**  
Daniela.Howell@ccpglobal.com



Procurement Transformation Done Right