

# CASE STUDY



*“ Thanks to the deployment of employee card readers and the integration of LMS iTutor with SAP, the entire agenda of registering for full-time courses and attendance records is incomparably simpler and more convenient for us. ”*

## Company profile

SLOVNAFT, a.s., based in Bratislava, is a refinery and petrochemical company with an annual processing of 5.5-6 million tons of oil; it employs more than 2,500 employees. In addition to the production, storage, distribution and wholesale of petroleum products, the company has the largest retail network in the Slovak Republic, focused on the sale of engine fuels and lubricants and the provision of a wide range of services to motorists.

After intensive modernization, the SLOVNAFT, a.s. refinery is characterized by a high degree of conversion and flexibility, making it currently one of the three most modern refineries in Europe. High quality of production is a significant competitive advantage - up to 80% of produced engine fuels are exported, mainly to the markets of the EU member states.

In 2000, MOL Nyrt became Slovnaft's strategic partner. Since 2004, SLOVNAFT, a.s., has been part of the most important Central European integrated oil group - the MOL Group.

## Introduction

SLOVNAFT, a.s., is one of the most modern refineries in Europe, producing a number of strategic products, without which it is impossible to imagine the successful operation of today's modern society. That is why precise training and high qualification of its employees is an absolute priority for Slovnaft - a qualified employee who has all the necessary knowledge is a guarantee of a safe, accident-free working environment as well as of high efficiency, quality and continuity of the entire production process.

Slovnaft uses a robust SAP R/3 system for managing HR processes, which registers employees with, for example, their classification, into departments, positions and jobs, and at the same time defines what qualifications must be met in individual job positions. However, in terms of support and registration of education or fulfilment of qualifications, the SAP R/3 system enables basic registration options without further automation. One of the biggest problems was that it was not possible to use, for example, e-learning or other elements of modern education. Everything was trained in person which led to a disproportionate burden not only on internal trainers but also on the HR staff who had to manually enter the validity of qualifications for employees into SAP after each training, depending on whether they participated in the training day according to the attendance list.

For these reasons in particular, Slovnaft was looking for an LMS system that would allow it to manage the entire training process much more comprehensively, efficiently and more easily. From the production of engaging interactive e-courses, through the building of a comprehensive catalogue of face-to-face training events, monitoring of orders and their approval process to effective automated registration of employee

attendance at full-time courses and monitoring of the fulfilment of the qualification profile. The new LMS system must also be able to communicate in both directions with the HR modules of the SAP R/3 system.

## Customer requirements

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### General requirements

A key requirement was the possibility of integration with SAP R/3 which would enable seamless automatic transfer of user structures, including their classification by department, job positions and jobs, transfer of the assignment of qualification requirements to individual job positions.

Slovnaft took it for granted that the supplier would not only offer comprehensive support during the implementation phase but also that it would be able to respond flexibly to any requirements for system modifications.

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### Requirements for streamlining trainings and registration of employee qualifications

The second fundamental goal was to introduce a system that can enable a completely new approach to trainings and at the same time bring truly effective management of the training process and registration of employee qualifications. Slovnaft therefore looked for an LMS platform that would allow the following:

- Development of own interactive e-learning courses, including sophisticated tests and tasks
- Clear and effective planning of full-time course dates, their simple publication in the catalogue of training events and enabling employees to register independently for these dates.
- Automatic notification of employees about important events (e.g. the approaching end of the qualification period), including automatic generation of invitations to face-to-face courses.
- Introduction of a simple system for recording employee attendance at full-time courses.
- Monitoring the fulfilment of employee qualification requirements, including the transfer of results to SAP.

## iTutor LMS offered everything necessary

iTutor LMS from Kontis Slovakia, s.r.o. is a modular system and its configuration can be chosen exactly according to customer requirements. With any growing demands on the system functionality, the configuration can be easily modified extended at any time.

To meet the Slovnaft's requirements, the basic iTutor LMS configuration has been extended with the iTutor Tester, iTutor Catalog, iTutor Qualifications and iTutor CDS/Publisher modules.

## Integration with the SAP HR modules is a matter of course for LMS iTutor

The integration of the SAP modules with iTutor LMS is a common practice, so for a specific implementation it is only necessary to specify the objects and structures that should be transferred. In addition to the regular transfer of all employee accounts, including their inclusion in the tree structure according to the required criteria (classification into departments and job positions), Slovnaft also performed the transfer of qualification requirements. LMS iTutor thus automatically transfers a list of all qualifications from SAP on a daily basis and defines which study obligations (courses) can be used to obtain the given qualification. In addition, each job position in the already mentioned user structure is assigned exactly the qualifications and courses that the employees in the given job position must meet.

In the opposite direction, i.e. from iTutor LMS to SAP, the information on the fulfilment of qualification requirements by individual employees is sent on a daily basis.

This eliminates the need for the Slovnaft HR staff to constantly check whether the user structure is up-to-date, the qualification requirements are correctly defined for all job positions and whether all employees meet strict qualification requirements - LMS iTutor takes care of everything essential itself.

## LMS iTutor has brought modern, more efficient and cheaper training New possibilities thanks to the synergy of e-learning and full-time training

In the first phase, the involvement of the e-learning form of study in the training process was crucial for Slovnaft. Prior to the implementation of the iTutor platform, all teaching at Slovnaft was designed as full-time, or, if necessary, individual training of employees took place by professional guarantors or managers. In many areas, the full-time form of training has a completely irreplaceable role. However, there are areas where e-learning can be a very good complement or can take over training altogether, which

will significantly increase the efficiency of training and reduce the time burden of internal trainers and trained employees and it will save money.

A good example of the synergy of the full-time and e-learning form of study at Slovnaft is the unique HSE Training Centre, where training in the field of occupational health and safety and fire safety takes place. Since 2017, this centre has been conducting practical training led by internal lecturers where employees can directly try out all types of protective equipment, fire extinguishers, etc. At the same time, each participant has a computer at their disposal, thanks to LMS iTutor. Of course, the iTutor platform will again take care of the final testing and comprehensive evaluation of all tests.



*LMS iTutor allows you to combine practical full-time teaching with interactive elements of e-learning*

The iTutor Catalog module brought control over employees' training orders

Through the iTutor Catalog module, an extensive online catalogue of offered training courses has been built, where it is possible to publish various areas of the catalogue to the selected employees or groups, e.g. according to the qualification requirements applicable to individual job positions.

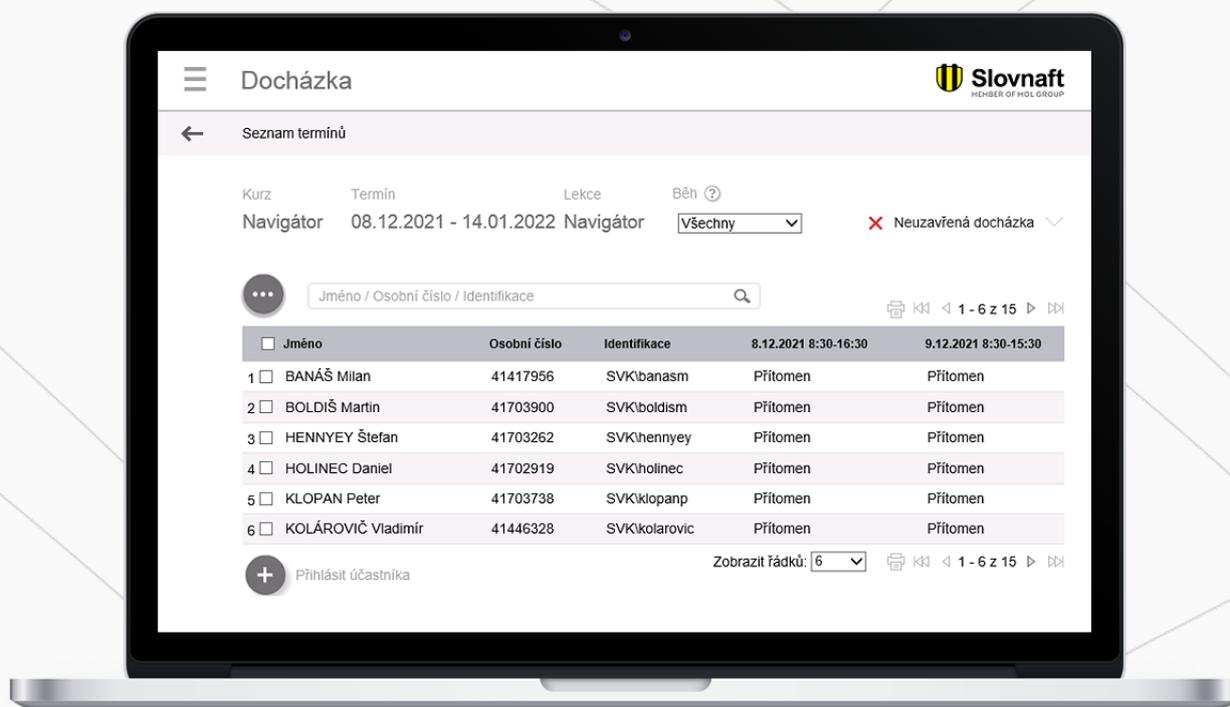
The employees thus have the opportunity to view a personalized offer of courses, including all the necessary information, and thus easily find the required training, order a suitable date and continuously monitor the status of the approval process.

Moreover, thanks to the iTutor Messenger module, lecturers and participants are sent an invitation to the ordered training course in the MS Outlook calendar.

Automated attendance records for full-time courses

Thanks to the iTutor platform, the lecturers no longer have to waste time on complex checks of participants according to attendance lists. They have a specialized *Docházka* (Attendance) application at their disposal, where a list of participants for whom the order has been approved is displayed in a clear form for each training. An

employee card reader is available in each classroom. By loading this card, the identity of each employee is verified and iTutor checks whether they are properly registered for the training. If everything is OK, iTutor will register the participant in the classroom. If the employee is not registered and at the same time there is free capacity in the classroom, the lecturer has the opportunity to confirm an additional registration with the employee - in this case iTutor will properly register the participant again. At the end of the training, the lecturer only invokes the “register attendance for all registered” event.



*Thanks to the Docházka (Attendance) application, for lecturers of full-time courses, registering participants in the classroom and registering attendance is a matter of a moment.*

## Qualification requirements of all employees under control

The iTutor Qualifications module enables Slovnaft managers to compare the qualification requirements defined for job positions with their fulfilment by employees.

At the same time, this module provides a perfect overview of the fulfilment of qualifications to employees - in the event that, for example, the validity of the acquired qualification is about to expire, the employees are notified in advance by an automatically generated e-mail message.

## Final summary

By the implementation of the iTutor LMS platform from Kontis Slovakia, s.r.o., Slovnaft has acquired a comprehensive training portal that:

- 1 is integrated with the HR modules of the SAP R/3 system and thus ensures the daily transfer of the employee structure and other necessary data, including the definition of qualification requirements for individual job positions and the return transfer of qualifications to SAP,
- 2 is intuitive, comfortable and accessible from any computer in the Slovnaft internal network,
- 3 has made it possible to supplement the trainings with an interactive e-learning form of study, which significantly reduced the costs and workload of internal lecturers,
- 4 brings an online multimedia catalogue with significant facilitation of ordering classroom educational activities, including the ability to monitor the approval process,
- 5 significantly saves time for the lecturers in recording employee participation in classrooms thanks to integration with the employee card readers,
- 6 informs all users via personalized automatic e-mail notifications and calendar items,
- 7 clarifies the management of qualification requirements for individual employees according to their job position.