



# Maximizing the ROI of a global enterprise software rollout

  
**60%**

decrease in training costs

  
**2x**

faster onboarding of suppliers

  
**48%**

decrease in support requests

Linde Engineering significantly reduced user onboarding and software support requests with step-by-step interactive guidance, and cut training costs by over 60%.



*The fact that we can easily adjust, modify, and change the step-by-step guides makes it possible for us to move very quickly. Sometimes the suppliers ask us for manuals, and we can now instantly help them out with Userlane, which makes the whole support effort much more efficient.*

LINDE ENGINEERING, PROJECT EXPEDITING MANAGER

## The customer challenge

Linde Engineering, a leading company in the industrial gases and engineering sector, developed a platform called SupplierConnect, which helps Linde Engineering maintain a productive working relationship with its supplier network through centralized communication.

To help users become familiar with the platform, Linde Engineering used to create learning resources and host separate training sessions with each supplier. However, in addition to the time and effort it took to create such content and host sessions, the information presented simply wasn't executional enough to help users effectively.

## How we helped

Upon realizing that the standard training methods and support processes for SupplierConnect were ineffective, Linde Engineering implemented Userlane's step-by-step interactive guidance technology to (a) automate sections of the initial onboarding process and (b) provide contextual support to suppliers who perform standard tasks in the platform.



### Linde Engineering works with Userlane for the following purposes:

1. Welcome users and provide an overview of SupplierConnect.
2. Contextually guide users to complete processes.
3. Support and manage the transition to SupplierConnect through proper communication.
4. Provide links to step-by-step guides that solve questions users may have.
5. Communicate important information about the platform with Userlane's Promotions and Announcements features.
6. Understand user behavior with Userlane Analytics to further optimize the platform.

Three months after rolling out the SupplierConnect platform, Linde Engineering had successfully onboarded over 120 suppliers with Userlane.

## The results

Together with a Userlane Customer Success Manager, Linde Engineering discovered new use-cases and scenarios to drive adoption of their external and internal facing platforms across their entire IT landscape.

Key results Userlane has helped Linde Engineering drive:



### 60% reduction in training costs

Training costs have decreased by over 60% as there is no longer a need to create and update training manuals and other support documents.



### 2x faster onboarding of suppliers

Linde Engineering is now able to onboard suppliers up to two times faster by automating repetitive parts of the onboarding process.



### 48% decrease in support requests

The number of support requests has decreased by 48%.



*We learned over time how to leverage Userlane to its fullest potential. In addition to the initial onboarding, Userlane now functions as a communication tool and first-line of support.*

**MARKUS MENTH, IT MANAGER**