



Berlin Packaging, LLC
Chicago, IL
www.berlinpackaging.com

Industry:

Retail & Distribution

Annual Revenue:

\$300 million

Employees:

240

Oracle Products & Services:

Oracle User Productivity Kit
Oracle Tutor
PeopleSoft Enterprise Financials
PeopleSoft Enterprise Supply Chain Management
PeopleSoft Enterprise Portal

“Compared to our previous methods, Oracle User Productivity Kit has helped us reduce the costs of creating and delivering IT systems training by more than 75%.”

– Steven Canter, Chief Information Officer, Berlin Packaging, LLC

Berlin Packaging, LLC Improves Productivity and Reduces Training Costs

Berlin Packaging, LLC is North America’s largest stocking supplier of glass, plastic, and metal containers and closures. The company, which operates 23 sales offices and distribution centers across the United States, supplies billions of containers and closures to small and large customers nationwide.

Challenges

- Improve the effectiveness of IT training while reducing training costs
- Ensure compliance, standardize systems usage, and establish consistent best business practices across all 23 Berlin Packaging locations
- Provide a means to allow management to track each employee's training progress

Solution

- Implemented Oracle User Productivity Kit, using its synchronized, uniform platform as a tool to maximize the efficiency of Berlin Packaging’s PeopleSoft Enterprise applications
- Gained the ability to create custom Web-based reports that enable Berlin Packaging managers to monitor the progress of their employees
- Reduced the cost of creating and delivering training content by 75%
- Reduced help desk calls by integrating Oracle User Productivity Kit into the PeopleSoft Help menu
- Established an effective Web-based repository of systems training documents and business processes that Berlin’s IT team can easily enhance when systems or processes are updated, a capability that reduces training costs and ensures standardization across all Berlin Packaging locations
- Enabled employees to fully master the systems and processes necessary to perform their jobs, driving improved customer service