

Case Study

SAP Implementation Project | Lotus GmbH & Co. KG

TASK

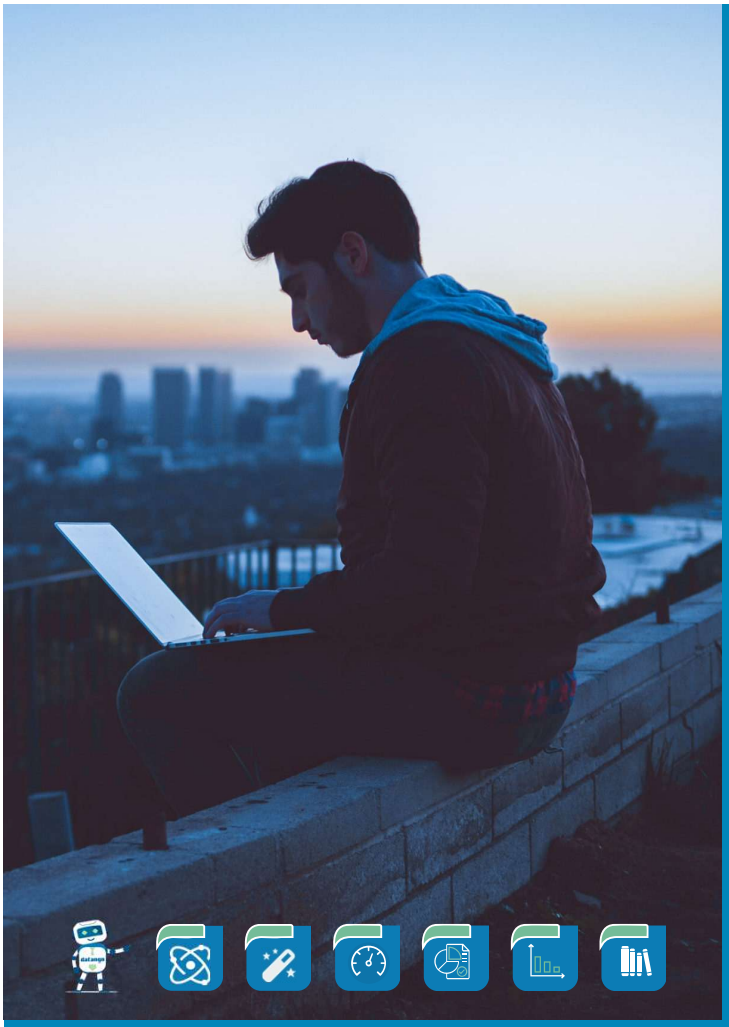
As part of the SAP S/4HANA implementation across the companies of the Joachim Loh Group (including Hailo, META, and LOTUS itself), LOTUS GmbH faced the challenge of replacing heterogeneous ERP landscapes.
Since no dedicated documentation and training software was initially available for the pilot project at Hailo, the new processes had to be communicated manually—a time-consuming and labor-intensive approach. While searching for an efficient digital solution, LOTUS GmbH & Co. KG discovered datango at the DSAG Annual Congress 2023.

PARAMETERS

Industry: IT Services (LOTUS)
Project Duration: Ongoing since 2024 (Hailo project completed in 2025; META project ongoing since 2025)
Project title: SAP Implementation Project
Number of authors: 65 (Hailo) and 50 (Meta)
Number of end users: 190 (Hailo) and 150 (Meta)
Applications: SAP S4/HANA, Fiori, HydraX ME-System (Meta)

SOLUTION & RESULT

datango was selected over another competing solution due to its greater versatility and superior cost-performance ratio. LOTUS GmbH & Co. KG subsequently decided to implement the complete datango Performance Suite, consisting of Creator, Collaborator, and Live!.
For the Hailo project, content creation was strategically organized into author teams. The goal was to provide a test workspace five months before go-live, allowing end users to become familiar with the most important SAP S/4HANA processes while simultaneously learning how to use datango. The content created during this phase was made available to users through the MediaCenter.
To minimize IT effort, the installation option in Collaborator was enabled, allowing users to install datango Live! independently. In addition, both datango Live! and Creator were distributed through the company's internal Software Center.



Once users received access to the SAP system, they were able to independently learn their first processes and workflows directly within the new system using datango Live!. Two months later, users transitioned from the test workspace to the official production workspace. The final content was then made available via the MediaCenter, based on the materials that the authors had already created and continuously refined during the testing phase.
For the META project, no test environment was used. Instead, the completed training content was published directly and made immediately available to users.

TOP 3 PROJECT SUCCESS FACTORS

>80%	+100%	+40%
Time savings in content creation	Ability for self-directed learning	Acceptance of change among employees

CUSTOMER FEEDBACK

"With datango, we achieved a high level of acceptance among most users for self-training and independently acquiring fundamental knowledge. On the author side, content creation became significantly more efficient while also introducing a new level of ownership and motivation, as the improved quality of the content clearly increased its value for end users. Overall, datango itself has been very well accepted and has significantly increased employees' willingness to embrace change—more than I have experienced with any other change initiative."

Sebastian Gronschel, Project Manager

CUSTOMER SHORT PROFILE

LOTUS

LOTUS GmbH & Co. KG is a specialized service provider for IT, finance, controlling, and human resources management. As a central partner of the Joachim Loh Group, LOTUS supports companies with tailored solutions, digital tools, and strategic consulting to make business processes more efficient, sustainable, and future-ready.

CONTACT

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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