

An overhead view of two people working at a long wooden desk. On the left, a man in a light purple shirt and dark tie is typing on a keyboard. On the right, a woman in a light blue shirt is looking at a computer monitor. The desk has various items including keyboards, mice, a lamp, and notebooks. A blue semi-transparent box is overlaid on the left side of the image, containing the text "Case Study" and "Knowledge Management | Emil Löffelhardt".

Case Study

Knowledge Management | Emil Löffelhardt



TASK

For a long time, knowledge management at Emil Löffelhardt was unstructured and time-consuming: Documentation was created manually, without standardized templates, and stored in different locations – for example, on local drives or in other separate repositories. There was no central, consistent access point for the content, a so-called Single Point of Content. The existing process was complex, required considerable effort, and offered little sustainability.

As a result, Emil Löffelhardt set out to establish a structured, standardized knowledge management system that could be used throughout the company – while also serving as targeted preparation for the planned transition to SAP S/4HANA in 2027.



PARAMETERS

Industry: Electrical wholesale

Project start: June 2024

Project title: Knowledge Management

Number of authors: 20

Number of end users: 650

Applications: SAP R/3, Microsoft 365; planned from the end of 2027: SAP S/4HANA, HR and training portal



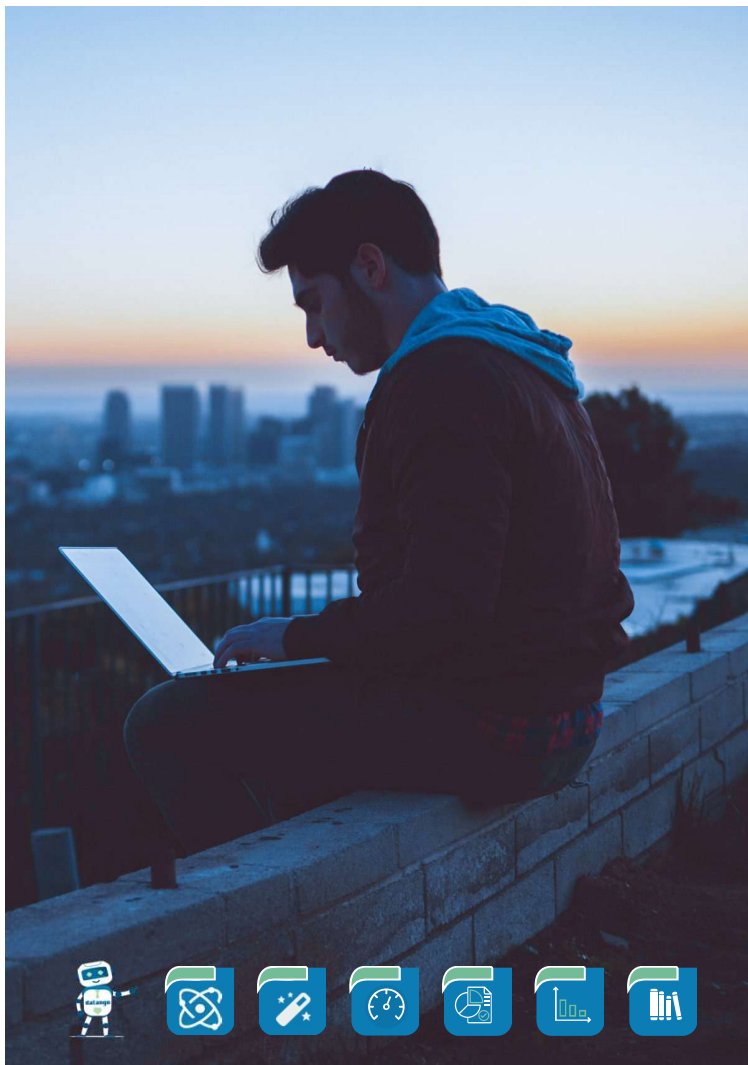
SOLUTION & RESULT

When selecting the right tool, high SAP compatibility was particularly important to Emil Löffelhardt, combined with a lean infrastructure and straightforward implementation. datango met these requirements, which led the company to opt for the complete datango Performance Suite, consisting of Creator, Collaborator, and Live!. The project started in June 2024.

Before the actual content creation began, the author teams prepared strategically for the project: Together, they developed a training concept and held a strategy day to ensure that everyone involved was brought to the same level of knowledge. Initially, the focus was on content for SAP R/3 and Microsoft in order to establish a solid knowledge base while gradually preparing the author teams for future SAP S/4HANA content with datango.

Content is created within the respective specialist departments: The administration team is responsible for content covering Microsoft Teams and Outlook, while trained authors from the SAP department create the corresponding SAP content.

In April 2025, the MediaCenter officially went live and has since served as the central access point for all documentation. In February 2026, the rollout of datango Live! marked another important milestone: Since then, employees have also been able to access the content directly within their respective work context.



TOP 3 PROJECT SUCCESS FACTORS

Time and cost savings in content creation

Consistent knowledge management with a central Single Point of Content

Presenting processes consistently across the company and making them easy to train



CUSTOMER FEEDBACK

"datango enables us to create documentation efficiently while providing a strong interactive learning approach. The AI integration with datango SmartDescribe noticeably simplifies the final step of making our content available. Descriptions can be created much more quickly. For us, this primarily means significant time savings and less manual effort in our day-to-day work."

Lukas Wunsch, System Administrator IT Operations



CUSTOMER SHORT PROFILE



Emil Löffelhhardt GmbH & Co. KG is one of the leading electrical wholesalers in southern Germany. Founded in Stuttgart in 1906, the family-owned company is now in its fourth generation and operates across 21 locations in Baden-Württemberg and northern Bavaria.

As a full-range supplier, Emil Löffelhhardt combines 120 years of experience with a clear focus on the future and innovation. The company offers customers from the skilled trades, specialist retail, industry, and public sector a comprehensive range of services – from electrical products and personal consulting to process-oriented services and complete project management.



AI @ datango

As the amount of SAP documentation grew, the efficient creation of the corresponding descriptions became increasingly important. Initially, these descriptions were largely written manually – an effort that increased noticeably as the knowledge base expanded.

When datango introduced SmartDescribe, an AI tool for automatically generating descriptions, Emil Löffelhhardt tested the solution and quickly recognized its practical benefits. Since then, descriptions for the documentation have been generated with AI support and tailored to the respective topic. The time-consuming manual writing process is eliminated, significantly accelerating the overall content creation process. Equally important to Emil Löffelhhardt was the consistency that SmartDescribe ensures when creating descriptions. Since the underlying prompt can be individually customized, sufficient flexibility is maintained.

For Emil Löffelhhardt, the use of SmartDescribe primarily means a noticeable time saving in a work step that is regularly required in knowledge management.

Looking ahead, Emil Löffelhhardt also sees further potential for the use of AI in knowledge management – for example, in the automatic generation of keywords, more intelligent content search, or the integration of internal company AI into datango Live!. Such customer-driven developments are fundamentally part of the ongoing dialogue at datango: New customer requirements are incorporated into the continuous development of our solutions.



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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