Pedra Agroindustrial & SAP Enterprise Support
The Choice for the Intelligent Enterprise

Usina da Pedra
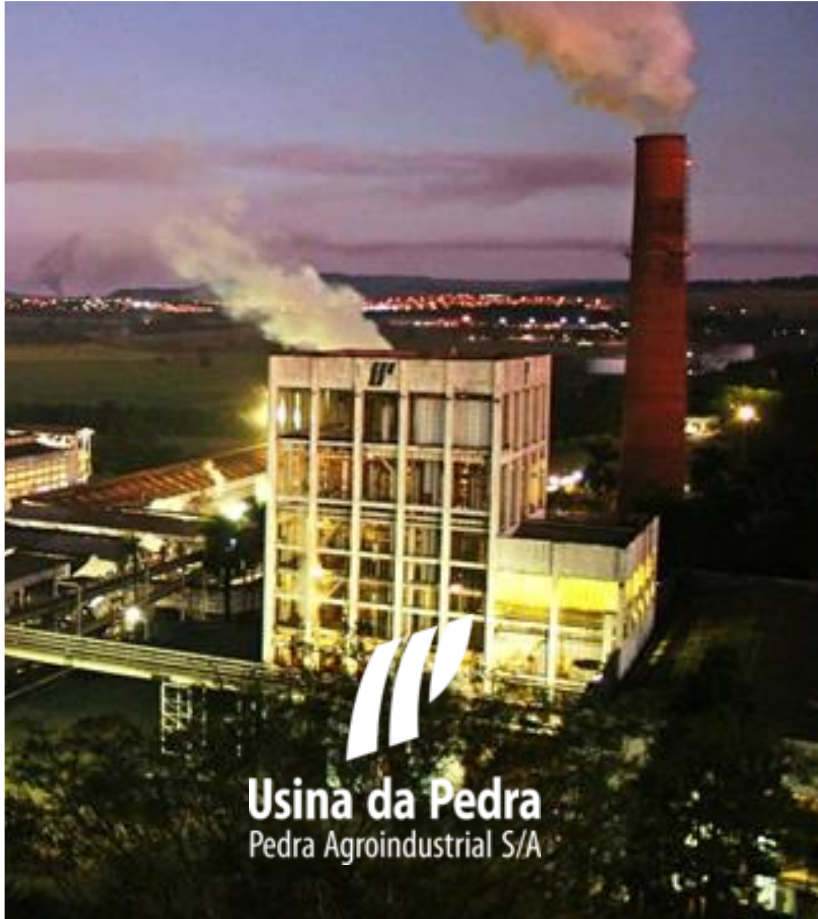Pedra Agroindustrial S/A

THE BEST RUN **SAP**

Usina da Pedra
Pedra Agroindustrial S/A

Pedra Agroindustrial is a producer group of sugar, ethanol and renewable energy in Brazil.

- **Founded in 1931.**
- **129,000 Hectares of sugar cane.**
- **3 Producing plants.**
- **7 Millions bags of sugar a year.**
- **674 Millions liters of etanol.**
- **7 Hundred thousand MWH of exported energy.**
- **4700 Employees**
- **11 Million tons of sugar cane.**
- **Annual contribution to over 30 social projects**.
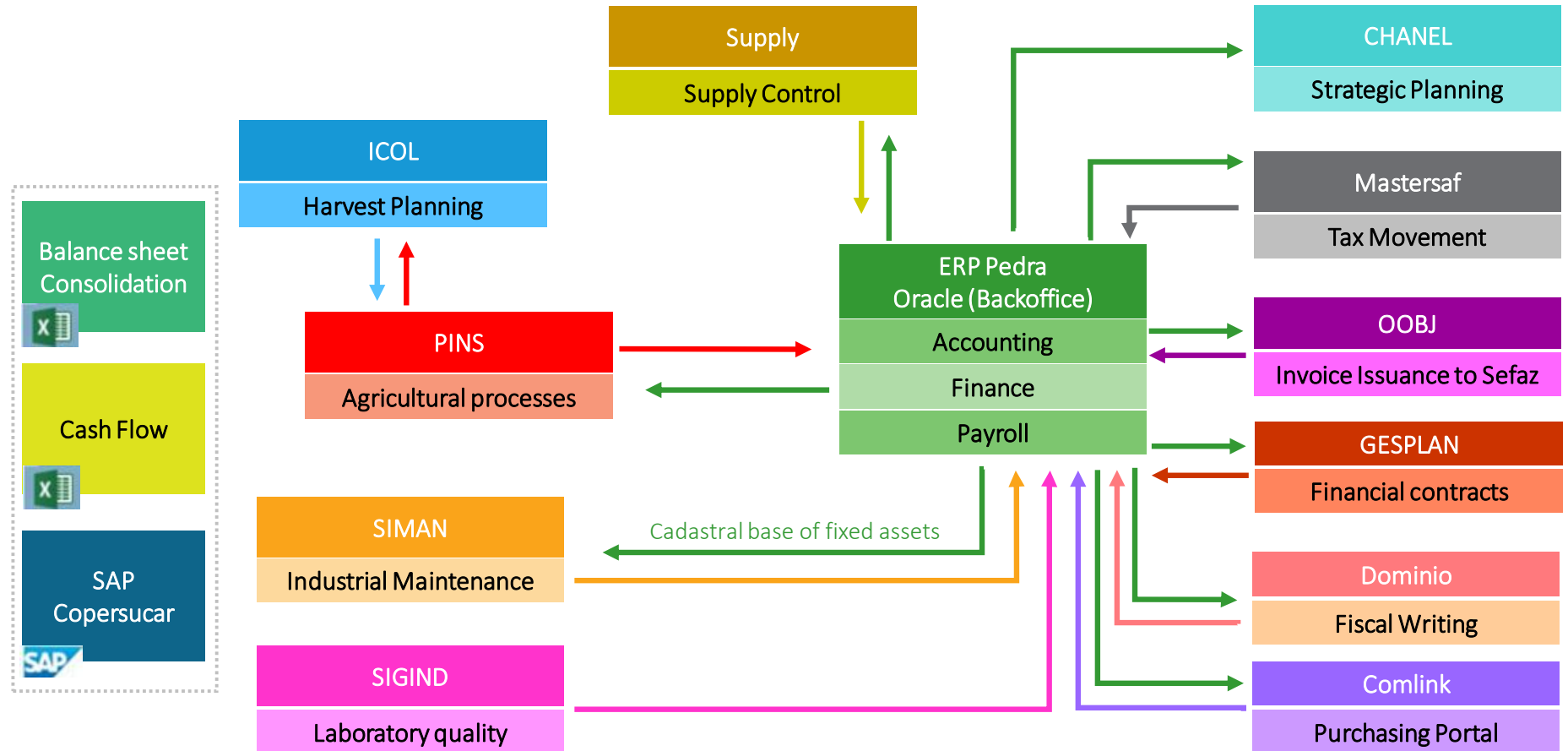
Plants

Since 1931 in Serrana-SP

Since 1995 in Buritizal-SP

Since 2005 in N. Independência-SP

Scenario

- Balance sheet Consolidation
- Cash Flow
- SAP Copersucar

ICOL — Harvest Planning

PINS — Agricultural processes

SIMAN — Industrial Maintenance

SIGIND — Laboratory quality

Supply — Supply Control

ERP Pedra Oracle (Backoffice) — Accounting / Finance / Payroll

CHANEL — Strategic Planning

Mastersaf — Tax Movement

OOBJ — Invoice Issuance to Sefaz

GESPLAN — Financial contracts

Dominio — Fiscal Writing

Comlink — Purchasing Portal

Cadastral base of fixed assets

- Internally developed ERP.
- Difficulty to keep it up to date
- A lot of code maintenance.
- Much demand for IT staff.

- IT staff with no time to innovate.
- Improve strategic intelligence.
- Improve competitiveness.
- Many applications from various vendors.

4

Challenge

Competitiveness

How to stay competitive?

Partner
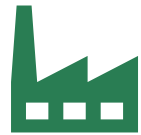
Which partner to choose for this new challenge?

Technologies

What types of technologies does this partner offer?

Know How

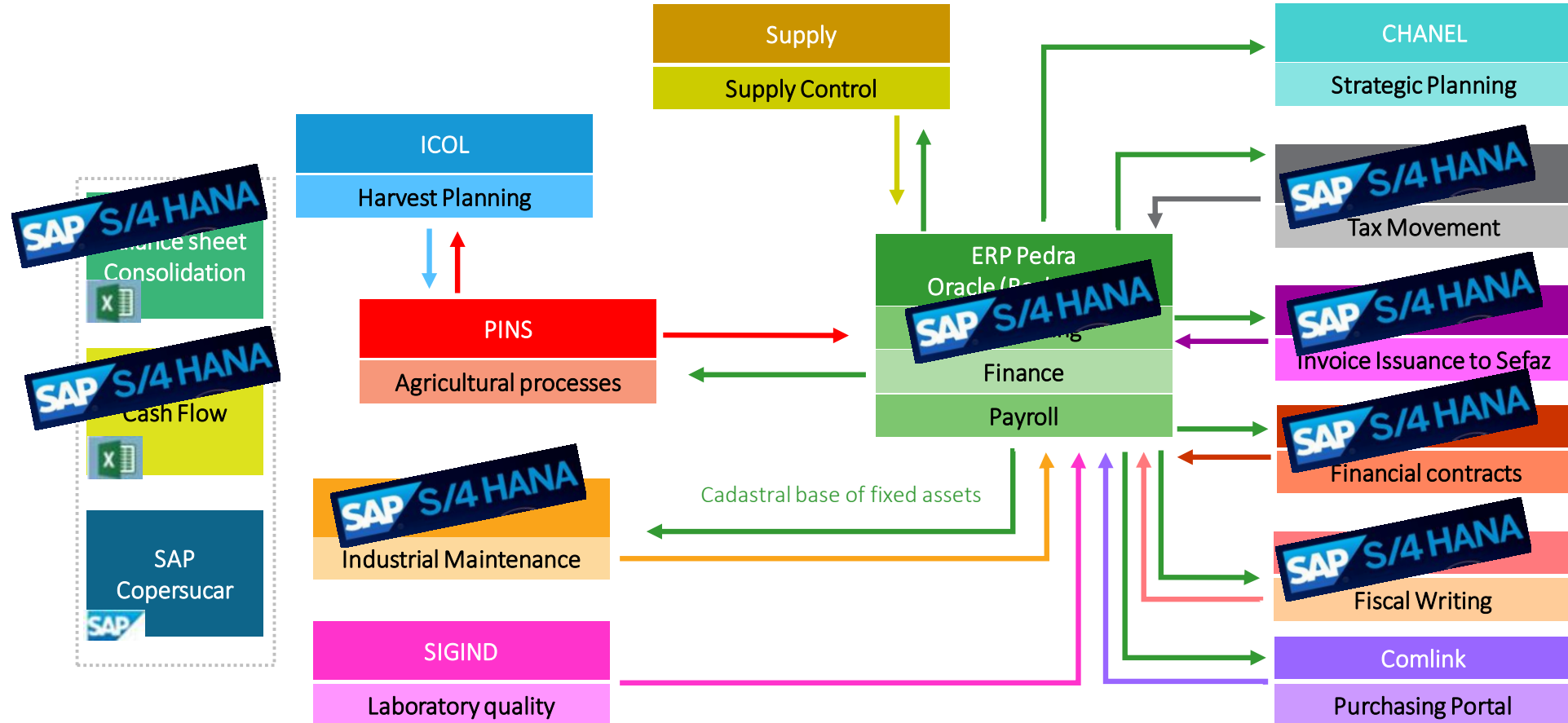Does this partner understand about our business?

What are the challenges?

What are the difficulties and desired results?

Solution

SAP S/4HANA
We understand it would be the best choice for our business.

Why S/4HANA?

- SAP is a consolidated company.

- High investments in technology.

- Product Updates

- Improve employee efficiency.

- Integrate departments with the best technology.

- Easy to integrate with applications of other vendors

- Success stories in companies in the same area.

- Start changing the company culture for mobility use.
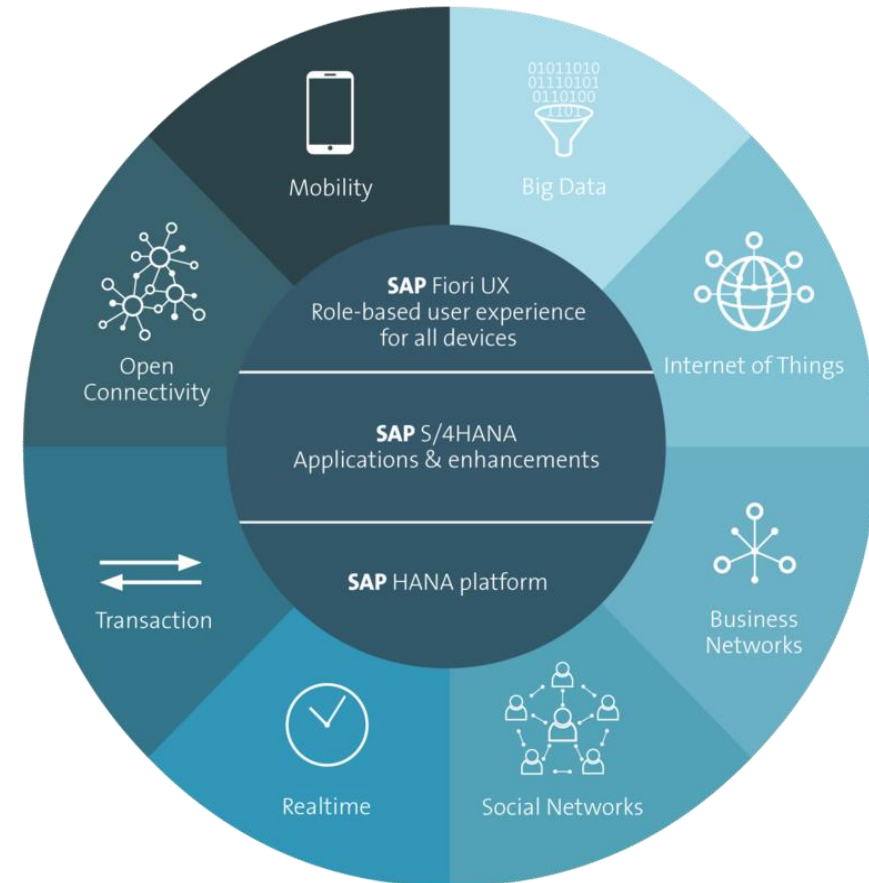
Project details

- Started on July 03rd, 2017.
- 486 Project days.
- Go live on November 01st, 2018.
- Internal IT staff - About 50 employees.
- Partners IT staff – About 50 employees.
- 920 SAP User License.
- SAC – SAP Analytics Cloud.
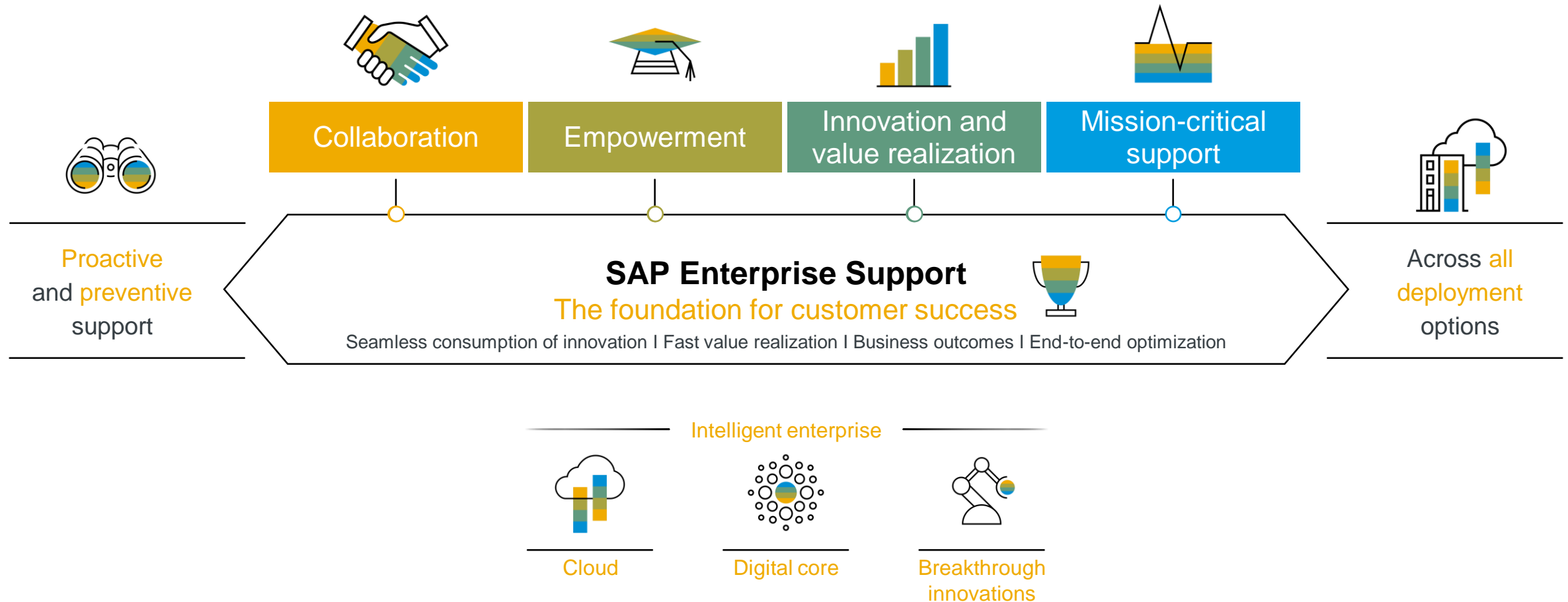- BPC – Bussiness Planning and Consolidation.

SAP Enterprise Support Services
What was delivered?

THE BEST RUN SAP

SAP Enterprise Support – The foundation for customer success

Proactive and preventive support

Collaboration

Empowerment

Innovation and value realization

Mission-critical support

SAP Enterprise Support
The foundation for customer success
Seamless consumption of innovation I Fast value realization I Business outcomes I End-to-end optimization

Across all deployment options

Intelligent enterprise

Cloud

Digital core

Breakthrough innovations

GETTING STARTED with Empowerment
Continuous Quality Checks (CQC)

Remote services which help you to reduce technical risks and outline optimization potentials:

- SAP CQC Business Process Operations (only applicable for SAP ERP software)
- SAP CQC Business Process Performance Optimization
- SAP CQC Data Consistency Management
- SAP CQC Data Volume Management
- SAP CQC Downtime Assessment
- SAP CQC EarlyWatch Check
- SAP CQC Going Live Support
- SAP CQC For Implementation
- SAP CQC Interface Management

- SAP CQC OS/DB Migration Check
- SAP CQC Security Optimization Check
- SAP CQC Technical Performance Optimization
- SAP CQC Transport Execution Analysis
- SAP CQC Upgrade
- SAP CQC Upgrade Assessment
- SAP CQC SAP Modification Justification Check
- SAP CQC SAP Custom Code Maintainability Check

SAP's remote support infrastructure enables efficient support processes, by allowing SAP support employees access to the customer's solution from SAP's network.
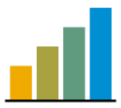
Additional Information

SAP Support Portal:

- SAP Enterprise Support Delivery (CQCs & Improvement Services)
- Remote Support

SAP Note:

- Central preparatory note (91488)
  - Open a customer incident on component "*SV-BO-REQ*" to request a remote service
  - Contact your SAP Enterprise Support advisory to get a tailored service plan

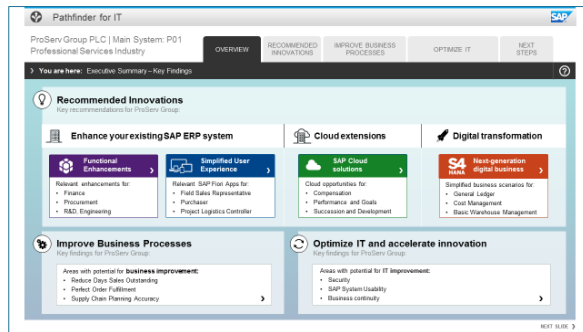# GETTING STARTED with Innovation & Value Realization
Customer Value Experience – Engagement Tools

| Starting Point

SAP Innovation and Optimization Pathfinder
Innovation recommendations, industry benchmarks and recommendations for business and IT
http://www.sap.com/pathfinder

| Detailed Recommendations

Business Scenario Recommendations
Recommendations for SAP S/4HANA and Cloud
http://www.s4hana.com/

SAP Fiori Apps Recommendations
Improvement through SAP Fiori Apps
http://www.sap.com/fiori-apps-library
http://www.sap.com/FAR

Innovation Discovery
Improvement through software enhancements
http://www.sap.com/innovationdiscovery

SAP Solution Manager Value Report
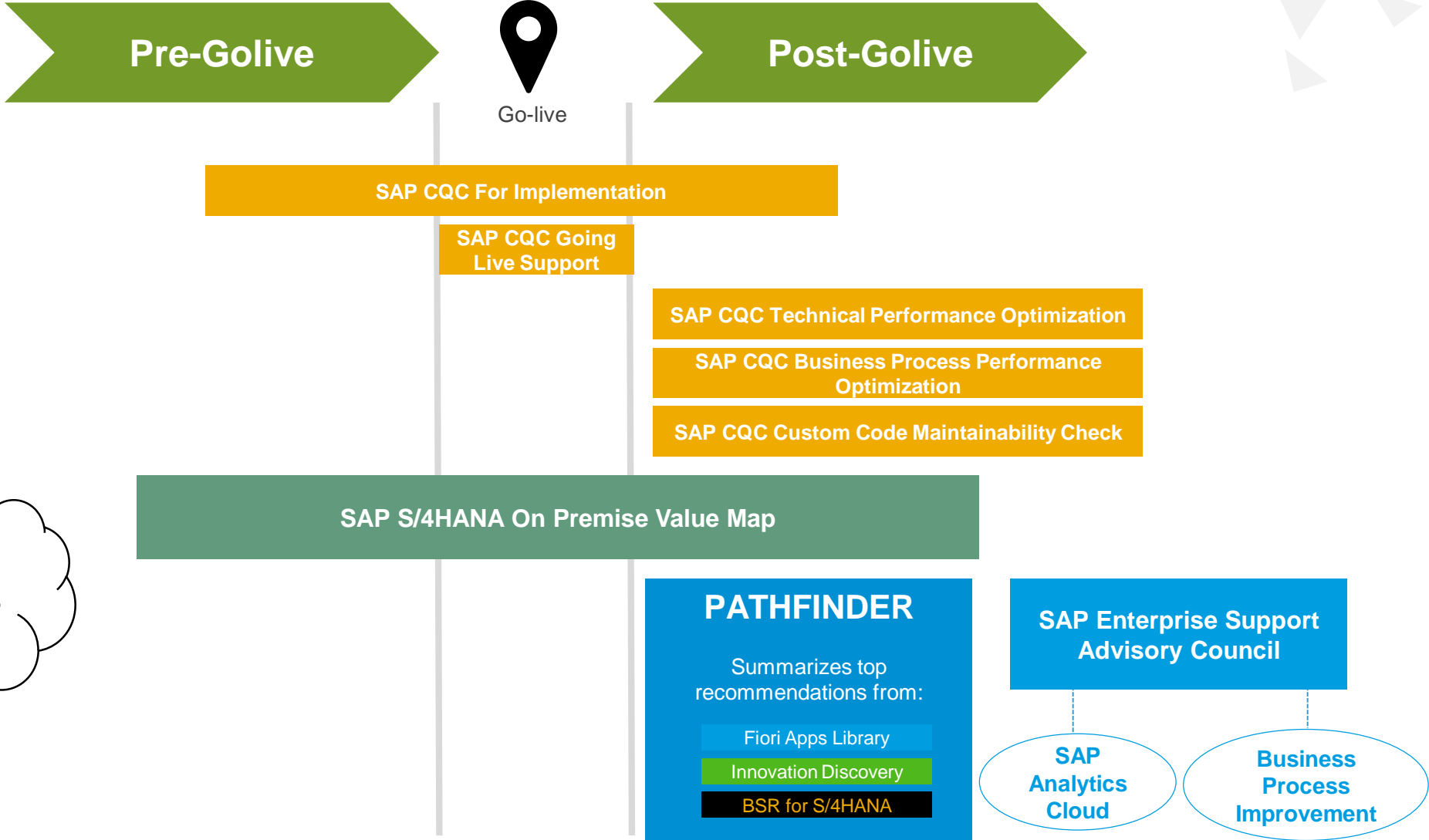Business case for SAP Solution Manager
http://www.sap.com/solman-value

SAP Transformation Navigator, SAP S/4HANA Readiness Check, …
Product roadmap for your digital transformation journey
http://www.sap.com/transformationnavigator
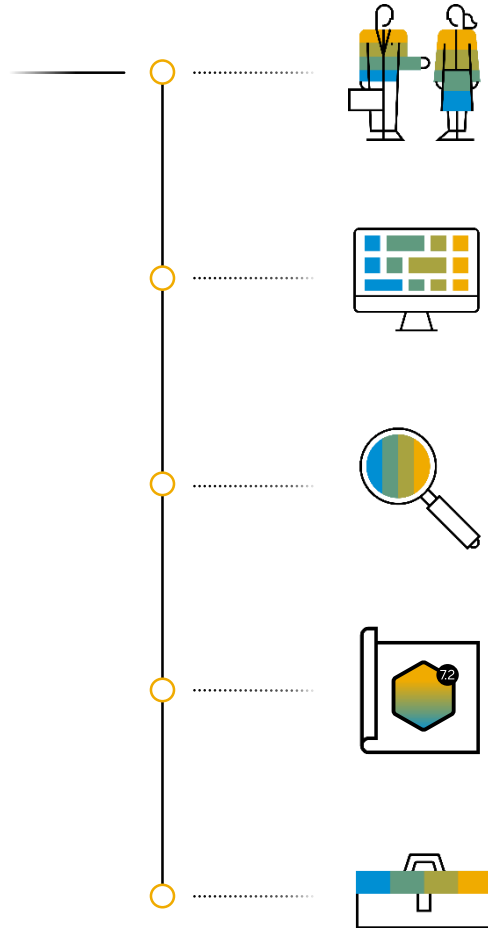
Find more information here

SAP Enterprise Support Services & Programs supporting Pedra Agroindustrial

Pre-Golive

Go-live

Post-Golive

SAP CQC For Implementation

SAP CQC Going Live Support

SAP CQC Technical Performance Optimization

SAP CQC Business Process Performance Optimization

SAP CQC Custom Code Maintainability Check

SAP S/4HANA On Premise Value Map

How SAP Enterprise Support can help me on this journey?

PATHFINDER

Summarizes top recommendations from:

Fiori Apps Library

Innovation Discovery

BSR for S/4HANA

SAP Enterprise Support Advisory Council

SAP Analytics Cloud

Business Process Improvement

Pedra Agroindustrial has the IT support and digital foundation at its core to keep powering the future with sugar-based products.

By taking advantage of SAP® Enterprise Support services to launch its digital transformation with SAP S/4HANA®, Pedra Agroindustrial has benefited from:

- Recommendations and close collaboration with an SAP Enterprise Support advisory team to help ensure a smooth live launch, resulting in no major disruptions during implementation
- Continuous quality checks (CQCs) for implementation and going-live support, providing technical validation before, during, and after going live for the core and satellite systems
- 72% improvement in response times for transactions related to asset management, thanks to the CQC for the SAP Business Process Performance Optimization service
- Configuration checks to adjust critical security parameters, schedule important jobs, and review database parameters in accordance with best practices recommended by SAP
- Improved performance of SAP S/4HANA, thanks to the CQC for technical performance optimization
- Greater overall system stability for all applications
- SAP Enterprise Support value map for SAP S/4HANA to empower internal teams on topics related to SAP S/4HANA

"The help of SAP Enterprise Support was crucial to our successful implementation of SAP S/4HANA. The recommendations and close collaboration were instrumental in ensuring a **smooth go-live** as well as empowering us to get the most out of our SAP landscape."

Ricardo Alexandre da Silva, IT Manager, Pedra Agroindustrial S/A

Picture Credit | Pedra Agroindustrial S/A, Serrana, Brazil. Used with permission.

Pedra Agroindustrial S/A
Serrana, Brazil
www.pedraagroindustrial.com.br
(Portuguese)

Industry
Consumer products

Employees
>4,000

Revenue
US$498 million

**Featured Solutions and Services**
SAP Enterprise Support and SAP S/4HANA

THE BEST RUN SAP

Current / Future Plans

- Continue expanding the usage of SAP products by implementing solutions such as SAP SuccessFactors, SAP Analytics Cloud, second wave of SAP BPC, among others and having them all integrated with our Digital Core (SAP S/4HANA);

- Strengthen the usage of Solution Manager (Business Process Monitoring, Custom Code, Service Desk, …);

- Adopt Intelligent Technologies (IoT, Machine Learning);

- Keep improving our SAP S/4HANA solution.

Thank you!
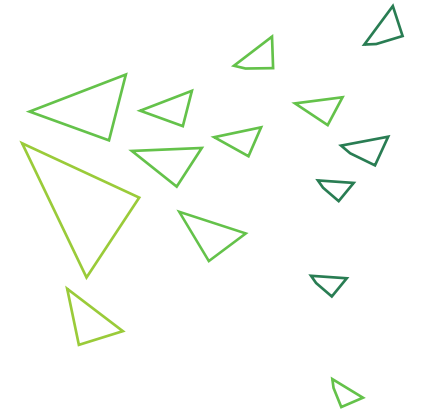
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