> FH's Outsourcing team helped Ourofino stabilize the SAP environment after Go Live and build a path to increase the maturity of our support operation. Focusing on critical business processes and addressing the root cause of issues, we have been able to reduce support costs gradually and reduce the frequency of critical incidents.

Luciano Barros
IT Director at
Ourofino

</coding**4people**>
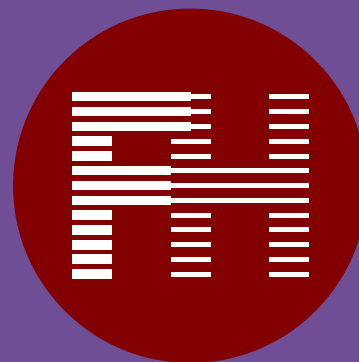
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SAP Platinum Partner

OUROFINO ADOPTS FH AMS SUITE

First case of SAP ERP implementation in Sybase in production in Brazil.

ourofino saúde animal

#SuccessCase

COPEL IMPLEMENTS GUEPARDO AND ECF WITH FH

Ourofino Agronegócio is one of the largest companies in the Brazilian market of veterinary products and is considered one of the most modern factories in this segment in Latin America. It is respected in the market for the quality of its products, for its innovative attributes and the way it treats its employees.

Always investing in innovation and cutting-edge technology, Ourofino implemented the SAP ECC system, due to the need of seeking solutions and support that would meet its strategic demands. Then, the company tax area was restructured with the implementation of Guepardo, a tax solution developed by FH. To ensure a high-performance operation from the start, Ourofino contracted AMS suite, a support service for SAP Applications. AMS suite is a service platform for SAP application management that helps improve the performance of your operation. Through a robust framework of standards for end-to-end support operations, AMS suite contributes to the continuous improvement of our customers' processes and applications. Contracting this service enabled full management of Ourofino by FH. This was the first SAP ERP implementation case in Sybase in Brazil.

OVERVIEW

🏠	Industry	Agribusiness
💰	Income	Not reported
👥	Employees	1400
📍	Location	Cravinhos/SP
🌐	Site	ourofino.com

CHALLENGES

The project's main challenge was to calibrate Ourofino's actual demand with its planned demand, as the company was using SAP for the first time.

SUCCESS CASE

Our SLA improved in the last quarter, but it had a significant drop last month in the functional front (FH management report attached). Our next steps are improving the functional front SLA, maintaining the Basis front SLA, being proactive to identify issues and better treatment of issue root causes.

OPERATIONAL BENEFITS

70% decrease in the SAP support monthly workload in the first year;

Reduction in the number of incidents;

Increased productivity;

Reduction to almost zero of the number of incidents related to the billing process in critical periods;

Reduction of SAP application management cost;

Higher satisfaction levels in service to business areas;

Better control over expenses with SAP application support;

Higher service levels and operational efficiency;

More flexibility and agility to meet business needs.