



Application support contract in a pulp and paper products company

Operate services | SAP Operate services

The challenge

One of the largest pulp and paper companies in the world, renowned for producing high-quality paper with a special focus on printing and writing papers as well as cellulose-derived products, also operates in the renewable energy sector, emphasizing the production of biofuels and the generation of energy from biomass.

The company faces the ongoing challenge of managing 24/7, multi-geography manufacturing operations that depend on both SAP and proprietary production systems. Consistently meeting stringent SLAs, while ensuring seamless production and exceptional service for all application users, is a critical operational priority

The solution

Deloitte Portugal managed the entire applicational technological architecture of the client for its high complexity and diversified functional scope, including the SAP architecture. The Deloitte team provided continuous daily support and implemented new functionalities.

The Deloitte team established a modular team structure designed to offer a combination of fixed and flexible capabilities to accommodate dynamic business requirements.

The outcomes

Efficient backlog management

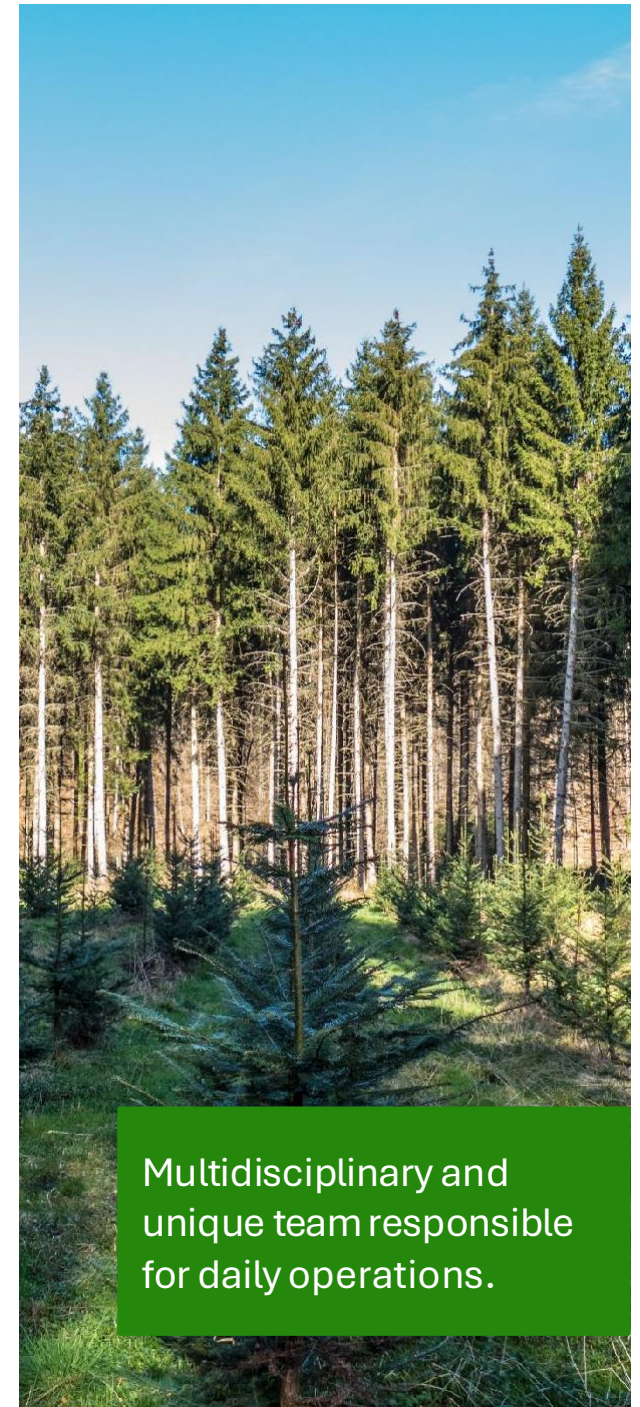
- ✓ The methodology applied by Deloitte showed immediate results with substantial visibility for all parties involved. Within a few months, the entire backlog was cleared without compromising the quality of service provided.

Collaborative team dynamics and process knowledge

- ✓ The client acknowledged the way Deloitte organized its teams, with Deloitte's competency recognized not only by the IT services department but also by the business teams.
- ✓ The experience level of the Deloitte practitioners involved in this process was also crucial as it allowed them to quickly acquire the necessary knowledge of the implemented processes and thus avoid service disruptions.

Seamless transition and SAP operational success

- ✓ The service transition process was highly tailored and executed successfully. One of the key elements was the decision to have the current service team involved in this phase, thus avoiding additional internal knowledge transfer sessions.
- ✓ This achievement demonstrates Deloitte's unique capabilities in SAP operations and strengthens this position as one of the leading SAP AMS players in Portugal.



Multidisciplinary and unique team responsible for daily operations.

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