



Helping a pulp and paper products business streamline their SAP operations

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

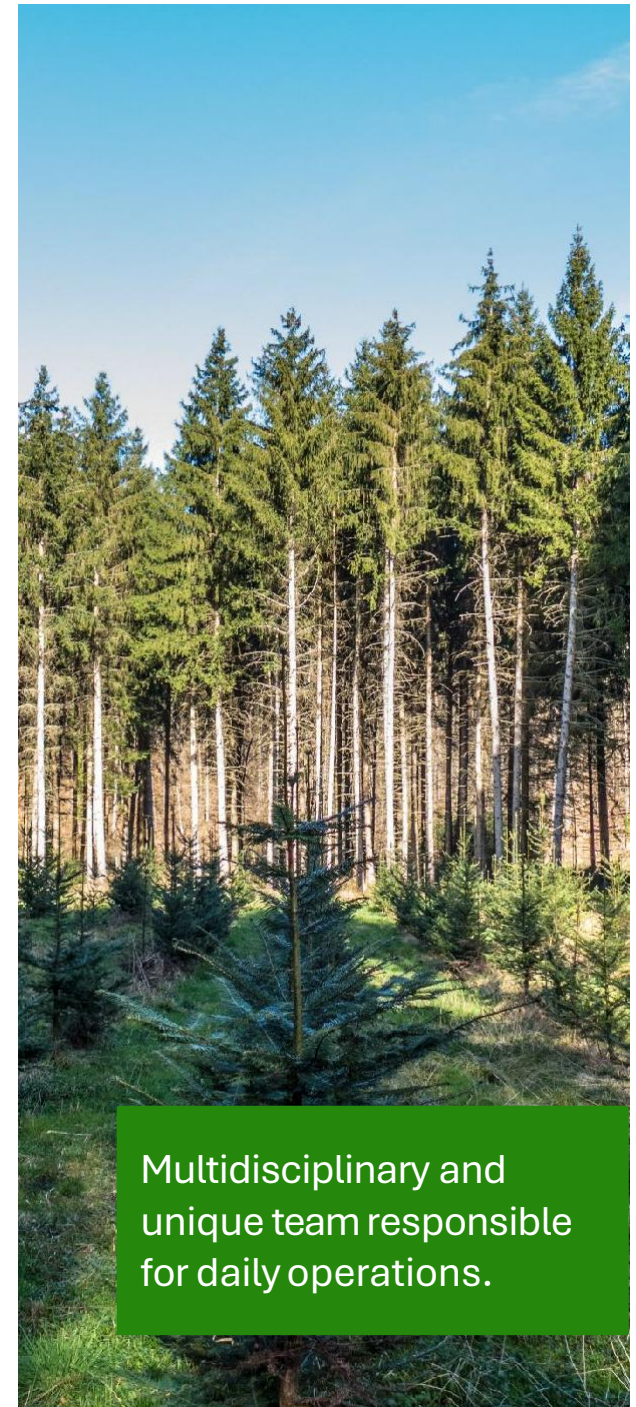
- ✓ The methodology applied by Deloitte showed immediate results with substantial visibility for all parties involved. Within a few months, the entire backlog was cleared without compromising the quality of service provided.

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.

[Deloitte.com/operate](https://www.deloitte.com/operate)



“Deloitte,” “us,” “we” and “our” refer to one or more of Deloitte Touche Tohmatsu Limited (“DTTL”) member firms, and their related entities (collectively, the “Deloitte organization”). DTTL (also referred to as “Deloitte Global”) and each of its member firms and related entities are legally separate and independent entities and, therefore, do not bind each other for all intents and purposes. Accordingly, each entity is only liable for its own acts and omissions and cannot be held liable for the acts and omissions of the other. Furthermore, DTTL does not provide services to clients. To learn more, please consult www.deloitte.com/about.

Deloitte provides industry-leading Audit & Assurance, Tax & Legal, Consulting | Technology & Transformation and Advisory | Strategy, Risk & Transactions to nearly 90% of the Fortune Global 500[®] among thousands of private companies. Our professionals deliver measurable and lasting results that help reinforce public trust in capital markets, enable clients to transform and thrive, and lead the way toward a stronger economy, a more equitable society and a sustainable world. Building on its 180 year history, Deloitte spans more than 150 countries and territories. To learn how Deloitte’s 460,000 people worldwide make an impact that matters please consult www.deloitte.com.

This communication contains general information only, and neither Deloitte Touche Tohmatsu Limited (“DTTL”) nor its global network of member firms or their related entities (collectively, the “Deloitte organization”) is, by means of this communication, rendering professional advice or services. Accordingly, before deciding or taking any action that may affect your finances or your business, on the basis of this communication you should consult a qualified professional adviser. No representations, warranties or undertakings (express or implied) are given as to the accuracy or completeness of the information in this communication, and therefore neither the issuer, nor DTTL or its network of member firms, related entities, employees or agents may be held liable or responsible for any loss or damage whatsoever arising directly or indirectly in connection with any person relying on this communication.