



## EMPRESAS POLAR

# SAP® CONSULTING ENSURES CONTINUITY, SAVES MONEY VIA LANDSCAPE OPTIMIZATION

### QUICK FACTS

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**Edgar Parra**, Corporate Application Manager,  
Empresas Polar

#### Company

- Name: Empresas Polar
- Headquarters: Caracas, Venezuela
- Industry: Consumer products – food and beverage
- Products and services: Beer, soft drinks, and food
- Employees: 32,000
- Web site: [www.empresas-polar.com](http://www.empresas-polar.com)
- Implementation partner: SAP® Consulting

#### Challenges and Opportunities

- Streamline HR solutions without interfering with the upgrade of the SAP ERP application
- Eliminate non-SAP HR applications

#### Objectives

Temporarily separate HR functionality for business continuity

#### SAP Solutions and Services

- SAP ERP, including the SAP ERP Human Capital Management (SAP ERP HCM) solution
- System Landscape Optimization group of SAP Consulting

#### Implementation Highlights

- On time and within budget
- Phased approach
- Clear definition of scope and project plan
- Smooth preparation of target and source systems
- Remote connection to systems for data transfer
- On-site presence of SAP consultants during going-live phase

#### Why SAP

- Empresas Polar’s positive experience with the System Landscape Optimization group on 3 previous projects
- Specialized tools; best practices-based, predefined processes; and preconfigured functionality
- The SAP consultants’ firsthand technical product know-how

#### Benefits

- Lowered total cost of ownership
- Reduced support costs
- Reduced license fees
- Lowered costs of servers, storage, and databases
- Simplified and improved SAP architecture
- Increased number of SAP solutions without increasing support staff
- Gained enhanced functionality of newest version of SAP ERP HCM

#### Existing Environment

- SAP software for enterprise resource planning
- Non-SAP applications for payroll

#### Third-Party Integration

- Database: Oracle
- Hardware: HP
- Operating system: HP-UX



### SAP Customer Success Story

Consumer Products – Food and Beverage



Empresas Polar faced a daunting task maintaining three different non-SAP HR solutions that served 25 manufacturing plants and 250 distribution centers, each with unique pay agreements. The company decided to streamline its HR processes, but it was upgrading to the SAP® ERP application and didn't want to impact that project.

The company sought the help of the System Landscape Optimization group from SAP Consulting to solve this issue. Empresas Polar had historically run separate instances of SAP business enterprise software for its food and beverage operations. In 2007 it merged both solutions with the support of the System Landscape Optimization group, but technical issues prevented it from including the HR functionality for its food business within the unified environment.

The solution was to “carve out” the HR software into a temporary, stand-alone system. The consultants then developed application link enabling (ALE) interfaces between this isolated HR system and the SAP enterprise software to ensure business continuity. Next, SAP Consulting consolidated all data onto the upgraded SAP ERP application, using the latest release of the SAP ERP Human Capital Management (SAP ERP HCM) solution to replace third-party HR software. “We will have one HR solution – including payroll and personnel administration – across our entire business,” says Edgar Parra, corporate application manager at Empresas Polar.

During the HR transformation process, the System Landscape Optimization group helped Empresas Polar continue

running its business while keeping its SAP ERP upgrade on track. The on-time, within-budget realization – accelerated by specialized tools; best practices-based, predefined processes; preconfigured transformation functionality; and technical product know-how – resulted in a streamlined and straightforward system landscape.

“With the help of SAP Consulting, we simplified our SAP software architecture and lowered our total cost of ownership,” Parra says. “We lowered our support costs and licensing fees and were able to reduce the amount of money spent on servers, storage, and databases. We’ve also been able to add to our stable of SAP solutions without adding more people to support them. This keeps our IT group lean and allows it to focus on supporting the business.”

Empresas Polar credits SAP Consulting for this business value. “SAP services like those delivered by the System Landscape Optimization group help us protect our SAP software investment as business circumstances change,” Parra says. “And if we didn’t employ the help of the System Landscape Optimization group during the upgrade, we would have had to reimplement everything from scratch. This was simply not

possible; we neither have the time nor the resources. The major benefit of these SAP services is that they enable business continuity when you decide you want to restructure your SAP software landscape.”

### **Innovative Solution Temporarily Splits Systems**

Empresas Polar was founded as a small brewery in 1941 and is now one of Venezuela’s largest private firms. Its Polar beer commands 70% of the country’s beer market. The company also manufactures and distributes non-alcoholic beverages, including PepsiCo brand soft drinks, mineral water, sport and energy drinks, fruit juices, and tea. Empresas Polar also processes and sells cornmeal and corn oil, pasta, seafood, canned food, animal feed, and cleaning products.

The company’s applications team is one of several IT groups that support the business. “The role of our group is to provide the business with the solutions it requires to be competitive and remain the best in the market,” Parra says. “We are facilitators for the business.”

Initially, the team had wanted to change the HR solution in the midst of the SAP ERP upgrade, but the projects were technically incompatible; they could not run on the same operating system. “We needed to separate them onto different landscapes,” Parra says.

SAP Consulting helped realize this solution. “Basically, you carve out one application, creating a system to run



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Edgar Parra, Corporate Application Manager, Empresas Polar

your HR software while continuing with the upgrade,” Parra says. “The idea was to temporarily separate both systems, complete work on both, then merge them into a single system landscape.”

### Customer Chooses SAP Consulting Based on Proven Success

Empresas Polar already relies on SAP MaxAttention™ support for application lifecycle management and had excellent experiences with SAP Consulting when it merged its SAP ERP applications for its food and beverage operations in 2007. “It was an easy decision to choose SAP Consulting once again,” comments Parra. “We worked with its System Landscape Optimization group in the past to harmonize customer and material master data and merge two systems. Our experience was very good. The SAP Consulting team was

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Edgar Parra, Corporate Application Manager, Empresas Polar

very committed to these projects.” Empresas Polar assembled a 10-person project team comprised of IT specialists, technical analysts, an HR leader, and five business users; SAP Consulting

contributed two consultants. The three-phase project moved along smoothly, less than six months per phase. During initial kickoff meetings, the team defined project scope, created plans, and set deadlines for deliverables. SAP Consulting used a remote system connection for the bulk of the work and came on-site to offer support during the going-live phase.

SAP Consulting provided all-inclusive services for system landscape optimization, from strategy through project management and technical realization. The end-to-end services utilize standardized data extraction, conversion, and migration processes and technology, ensuring the consistency and continuity of the migrated HR data. The SAP team performed the necessary analysis, set up and prepared the target and source systems, and transferred the data.

The project went so well that no executive oversight was required. “We conducted weekly project meetings without the involvement of corporate management,” Parra says. “I updated my boss, the IT director, as we progressed, but his support was not needed at any time during the project. When issues arose, which were few, they were completely solved by the SAP consultants.”

### SAP Services Help Improve HR Processes

Empresas Polar got the results it was looking for. Comments Parra, “We now have a single HR system that enables a

unified strategy across the business – in spite of the fact that every location has payment and benefits negotiated by individual unions. The unification of our HR solution will allow the business to quickly adapt to changing requirements at each location.”

Parra continues, “This also reduces maintenance and support demands on IT. It is much more costly and time-consuming to administer multiple different systems.”

The unified environment also enhances the usability of the HR solution. “People don’t need to log on to different systems to search for HR information,” he says. “In the past if they wanted information about a particular employee, they had to know where that person worked. If the person was in the beer or soft drink area, they needed to log on to that area’s system; if they were part of the food business, they had to log on to another one.”

### New Environment Provides Enhanced SAP ERP HCM Functionality

The system landscape optimization will also enable Empresas Polar users company-wide to take advantage of the latest SAP ERP HCM functionality and the SAP NetWeaver® technology platform. According to Parra, one of the main advantages is the harmonized, enhanced manager and employee self-services that can be accessed across the entire Polar group via the SAP

NetWeaver Portal component. "Next," he says, "we want to implement functionality to support performance management as well as employee retention, succession planning, and training. And with all the HR information in the same database, the new software will enable us to manage employee transfers much more easily – say, from the food to the beer business."

Empresas Polar plans to work with the System Landscape Optimization group of SAP Consulting again. "We will always keep this team in mind if we have transformation projects," Parra says. "We plan, for example, to integrate multiple charts of accounts into a single account. Technically, this is not easy to do. But we are confident that SAP Consulting will provide us, as always, with the best resources and best professionals, helping to ensure that the final result is exactly what we expect."

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