Panaya

PATH TO SUCCESS: HOLCIM'S DIGITAL TRANSFORMATION JOURNEY POWERED BY PANAYA

HOLCIM

CUSTOMER PROFILE

Manufacturer

WEBSITE

www.holcim.com

LOCATION

Global

NEED

- Complete SAP upgrade
- HR and security regulation compliance
- Business continuity
- Comprehensive documentation
- Support cloud solutions
- Comply with SAP security standards
- Test all business processes to guarantee no operational disruptions

THE IMPACT

- Major cost savings
- No contingency costs
- Zero post-go-live issues
- Minimal resources
- Time saving
- Automatic documentation

ABOUT HOLCIM

Holcim is a leader in innovative and sustainable building materials, for greener cities, smarter infrastructure and improved living standards. Based in Switzerland, the company has a global reach, employing 60,000 people in markets across the world. Holcim is the company behind some of the world's most trusted brands in the construction sector.

Holcim's Americas Digital Center (ADC) provides technological support for company operations using IT platforms and systems such as SAP. The ADC provides Holcim brands in 11 countries in the Americas with the best-in-class solutions as well as a team of nearly 300 highly qualified IT specialists, to help businesses become more competitive. The ADC is part of a larger network of over 1,000 professionals providing IT support to Holcim companies around the world.

THE CHALLENGE

Holcim embarked on a digital transformation that included migrating most of its infrastructure to the cloud. A high-priority element of the process was undertaking a massive, complex upgrade of the company's SAP systems and components, ensuring compliance with HR and security regulations.

The SAP upgrade would have a direct impact on more than 7,000 PCs and laptops used by over 10,000 business stakeholders. It was therefore imperative to make sure the SAP platform was able to keep the business running, with a strong quality assurance plan to guarantee business continuity throughout the transformation and beyond. In addition, a high degree of uncertainty regarding the effect of an SAP upgrade on other systems drove Holcim to look for a solution that could assess the full technical impact of the project.

THE SOLUTION

The project team at Holcim utilized Panaya to efficiently manage their SAP migration process. They employed a strategic approach to handle the workload effectively, prioritizing tasks based on their impact and urgency. High priority and high usage tasks were given top priority, ensuring critical aspects of the system were addressed promptly.

Additionally, the team was able to identify tasks with low priority and assigned them to junior team members. These low priority tasks were deemed non-critical for the go-live phase, allowing senior managers to focus on more pressing matters while still maintaining progress on all fronts.

By utilizing Panaya, Holcim successfully created an accurate project plan that included well-defined milestones and unified testing scripts for each phase. The platform's capabilities also facilitated the creation of detailed standardized documentation, essential for auditing, compliance, and ITSM processes within their large multinational team.

Furthermore, Panaya's tracking features proved instrumental in keeping the project on schedule. The team could monitor daily targets, workload distribution among developers, and overall project timelines with ease. This visibility allowed for proactive adjustments and ensured the project stayed on track to meet its objectives.

A significant portion of Holcim's team consisted of 3rd party consultants. Panaya provided valuable insights by accurately estimating the resources required for the project, enabling better resource management and resulting in substantial cost savings.

"Panaya delivered its promised value, enabling us to assess the impact of new configurations in advance, and we rapidly exceeded our business expectations."

Felipe De Las Casas, SAP Integration Manager

FROM COST SAVINGS TO FLAWLESS GO-LIVE

Panaya enabled Holcim to quickly design and execute the SAP upgrade project, including tests covering all relevant business process scenarios. As a result, the company successfully upgraded its SAP system, including the latest security and compliance updates, with a homogeneous configuration across the organization.

LESSONS LEARNED AND NEXT STEPS

The Holcim leadership noted that future projects will benefit from the custom dashboards and testing scripts that Panaya helped them create.

They further said that Panaya will be a key resource for them in terms of future project planning, training new project participants, and impact analysis.

ABOUT PANAYA

Panaya enables organizations to accelerate application change and continuously deliver innovation with its Change Intelligence Platform. Panaya provides cloud-based application delivery and testing solutions that ensure collaboration between Business and IT. Enabling enterprise agility with faster release velocity and uncompromising quality, Panaya delivers an optimized user experience with end-to-end visibility of the application lifecycle. Since 2006, 3,000 companies in 62 countries, including a third of the Fortune 500, have been using Panaya to deliver quick quality change to enterprise ERP & CRM applications.