



Global Leader in Animal Nutrition Simplifies Compliance Using Fully Managed SAP AMS

SOLUTION SNAPSHOT

Client:

A global leader in animal nutrition

Challenge:

Lack of overall compliance and operational support, which led to challenges in:

- Management of day-to-day reporting and e-invoicing compliance needs
- Compliance with local standards and requirements
- Cultural and language barriers

Solution

Fully managed SAP AMS support with aligned functional/technical teams that are proficient in the latest SAP enhancements, technologies, and market processes, with focus on Latin American Fiscal Reporting and E-Invoicing compliance

Benefits:

- Simplified yet more efficient compliance management
- Reduced compliance costs
- Minimized IT training costs
- Improved overall quality and availability of information

Client Background

The client, a global leader in animal nutrition, is committed to supplying complete animal health and nutrition solutions to its more than 3,000 customers worldwide. Its operations include corporate offices, research and development laboratories, and manufacturing facilities in more than 35 countries, as well as smaller offices with field staff in an additional 60 countries.

The Problem

Global SAP AMS support failed to provide an overall compliance and operational support for the client's local operations in Latin America. It had a relatively small IT organization, and it became a challenge to manage its complex day-to-day reporting and e-invoicing compliance needs for their LATAM-based operations. It was also difficult to remain on top of compliance measures for each country where they operate, because their IT management and decision making was mainly centralized out of St. Louis, MO. They had to overcome cultural and language barriers, which impacted their ability to make proactive decisions and align with a centralized Center of Excellence team based in the USA.

The Solution

To simplify compliance management at its LATAM-based operations, the client leveraged Origen's expertise in SAP. Origen has been in partnership with the client since 2010, providing the latter basic compliance support for its LATAM reporting needs (primarily the fiscal reporting needs for Brazil, Mexico, and Argentina), as well as support for the e-invoicing requirements for Brazil (the Nota Fiscal Electronica). Origen was initially introduced via a SAP recommendation and was selected primarily because of its distinct value proposition and ability to provide a comprehensive "Safe Harbor" support to maintain compliance for American MNCs with Latin-based operations.

To completely fill the gaps, Origen provided the client with a fully managed SAP AMS support for its operations in Latin America. It also dedicated nearshore SAP support resources consisting of functional and technical teams that were proficient in the latest enhancements, technologies, and market processes available in SAP, with focus on Latin American Fiscal Reporting and E-Invoicing compliance. Origen's team of experts worked closely with a Center of Excellence team at the client's US headquarters to ensure operational excellence and compliance throughout the region.

The Benefits

By leveraging Origen's fully managed SAP support services, the client was empowered to do the following:

- Efficiently prioritize and qualify requirements for on-going compliance based on the SAP Roadmap for country-specific localization
- Identify cost reduction measures
- Reduce software development and related costs
- Minimize day-to-day IT training costs
- Improve the overall quality and availability of information for enhanced daily business operations