



CORREIOS

DELIVERING RESULTS RELIABLY AND COST-EFFECTIVELY

QUICK FACTS

Industry

Travel and logistics services – postal services

Budget

US\$5.3 billion

Employees

115,000

Headquarters

Brasília, Brazil

Web Site

www.correios.com.br

SAP® Solutions and Services

SAP® BusinessObjects™ Enterprise, Crystal Reports®, and SAP BusinessObjects Web Intelligence® software

Implementation Partner

ETZ Informática

Key Challenges

- Improve timeliness and accuracy of reports
- Stabilize reporting infrastructure
- Reduce IT costs and improve developer productivity
- Integrate with 300 applications
- Migrate more than 2,000 reports to the new environment without impacting operations

Implementation Best Practices

- Focused on training report developers in the new tools
- Initially allowed only power users to create new reports

Financial and Strategic Benefits

- Provided stability for mission-critical activities in running the business
- Delivered accurate, timely information for business assessment and decision making
- Simplified scenario simulation activities
- Provided single version of the truth

Why SAP Was Selected

- Cost-effectiveness of SAP® BusinessObjects™ solutions
- Reputation for reliability
- Confidence in future support and enhancements

Low Total Cost of Ownership

- Finished implementation on time and within budget
- Greatly improved IT productivity in creating, generating, and maintaining reports
- Reduced report building and customization backlog
- Made integration with other applications easier

Operational Benefits

Key Performance Indicator	Impact
Report-generation time	-60%
New report creation time	-80%
Time spent maintaining reports	-90%
Reliability	From 1 crash/day* to nonstop uptime

Empresa Brasileira de Correios e Telégrafos, also called Correios or ECT, is Brazil's national postal service. Reporting is critically important to Correios, but its legacy reporting environment was unreliable. Correios replaced it with SAP® BusinessObjects™ solutions, which now deliver the reliability and ease of use Correios needs. All aspects of reporting are much faster, and management receives the accurate, timely information necessary for effective decision making and running the business.

“Our SAP BusinessObjects software generates the timely and accurate information that our senior management needs to make decisions and that our staff needs to run the business on a daily basis.”

José Osvaldo F. de Carvalho Sobrinho, Director of IT, Empresa Brasileira de Correios e Telégrafos

www.sap.com/contactsap

Empresa Brasileira de Correios e Telégrafos, also known as Correios or ECT, is Brazil's national postal service. It has 12,000 postal agencies throughout all 5,654 municipalities in Brazil and transports 3,000 tons of shipments every day. Correios has been ranked by the Reputation Institute of Forbes as the “Most Respected Postal Service” in the world.

Reporting Is Mission Critical for Correios

Brazil is a huge country, and some of its municipalities lie in remote, hard-to-access locations. Correios plays a key role in country integration by not only providing traditional postal services but also delivering magazines and products and even offering banking services. In some locations, Correios serves as a principal means of communication with the outside world.

Correios' wide geographical coverage and broad service offerings demand a strong reporting environment for its 35,000 users who “consume” reports. Management counts on reports to assess business performance and to simulate scenarios and make decisions, while the day-to-day staff needs reports to quickly identify operations issues and for troubleshooting purposes. These reports must be accurate and timely for Correios to be able to manage its complex logistics and agencies network.

The reporting environment that Correios used in the past, however, only compounded the challenges. Downtimes were frequent, and accuracy and timeliness did not meet expectations. Creating, generating, and maintaining reports were slow, laborious processes that represented a substantial effort for IT. Interfacing with databases of clients and partners was challenging as well.

SAP® BusinessObjects™ Solutions Bring Reliability

For these reasons Correios made the strategic decision to replace its previous application. The new solution had to enjoy a reputation for reliability and ease of use, and it had to come with confidence of long-term support and continued enhancement. With SAP® BusinessObjects™ software, Correios found those qualities and more in a highly cost-effective, integrated solution.

With the help of system integrator ETZ Informática, Correios installed SAP BusinessObjects software and migrated its 2,095 standard reports to it. To ensure Correios' operations were not at risk, the team performed the migration gradually and required every user in IT to be thoroughly trained before creating new reports. At the same time, Correios implemented a set of report-creation standards, reducing the incidence of errors. The team also set up SAP BusinessObjects software to perform payroll for the entire organization and inte-

grated it with 300 systems, including Correios' JD Edwards business software. “Despite the high complexity of the project and its mission-critical scope, we finished on time and within budget,” says Rogerio Stein, project manager for ETZ Informática.

IT Sees Vastly Improved Productivity

Correios' expectations were fulfilled in every way. Each aspect of reporting – creation, generation, and maintenance – is dramatically faster and easier for IT. Report generation and simulation of scenarios can be done using the same tool. With standards now in place, IT will soon equip many of its business users to generate their own reports, reducing the IT load even further. The new environment has proven exceptionally reliable, contributing greatly to the accuracy and timeliness of reports and in turn to Correios' ability to reliably and cost-effectively fulfill its charter for Brazil.

Implementation Partner

ETZ Informática has more than 12 years' experience implementing SAP BusinessObjects software for Brazilian companies. SAP named the firm the “Best 2007 Latin America Partner of the Year” for its excellence in SAP BusinessObjects software deployments.



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