CUSTOMER CASE STUDY

شركة ريسوت للاسمنت
Raysut Cement Company

> “Fujitsu’s SAP cement templates ensure best practice and make life easy – instead of having to design a full business process from scratch, it’s all there out of the box.”

Said Ahmed Fadhil
Head of IT
Raysut Cement Company

RCC chose Fujitsu to upgrade to SAP S/4HANA, doubling performance speeds, increasing productivity, improving visibility, automating workflows and adding mobility.

At a glance

Country: Oman
Industry: Construction
Founded: 1981
Website: raysutcement.om

Challenge

RCC’s aging SAP platform was unpopular with users and often ignored in favor of time-consuming and error-prone paperwork. It wanted to upgrade to SAP S/4HANA to increase performance, visibility and usability while also adding new features.

Solution

The company partnered with Fujitsu, which offered an end-to-end solution, which provides SAP-certified cement industry-specific templates to automate business processes out of the box. Fujitsu also provides Integrated System PRIMEFLEX for SAP HANA built on PRIMERGY servers, ETERNUS storage and Commvault disaster recovery.

Benefit

- Performance speeds have doubled, increasing user productivity and reducing frustration
- SAP-certified templates make process automation simple
- RCC uses 50,000 fewer sheets of paper, saving money and carbon footprint
- Automation, visibility and mobility mean decisions can be made and actioned instantly

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Customer

Raysut Cement Company (RCC) is the largest producer of cement in Oman. It distinguishes itself from other cement producers in the region by the variety and quality of its products and its customer-focused marketing and logistics. With a robust maritime fleet, it has slowly expanded its reach across Asia, Africa and the Middle East, including operations in UAE, Somalia and Yemen. RCC has 700 employees in nine locations.

Products and Services

FUJITSU Integrated System PRIMEFLEX for SAP HANA, based on:

- FUJITSU Server PRIMERGY RX4770
- FUJITSU Server PRIMERGY RX2540
- FUJITSU Storage ETERNUS DX100
- FUJITSU Storage ETERNUS CS200c
- FUJITSU Storage ETERNUS LT
- Commvault Data Platform Software
- FUJITSU Technical Support Services

Upgrading SAP to encourage utilization

RCC had been using various iterations of SAP for over ten years, however, during that time the company did not feel it was getting the most out of the application. Users proved reluctant to take advantage of all the features and preferred sticking to paper-based alternatives where possible. In an effort to increase utilization and enable digital transformation, RCC wanted to implement SAP S/4HANA for a more user-friendly, mobile-enabled solution.

"The old system was clunky with a GUI that was not intuitive for users, which meant people simply didn't want to use it, instead relying on paper workflows," explains Said Ahmed Fadhil, Head of IT, Raysut Cement Company. "Naturally, that is time-consuming, prone to human error and lacks real-time transparency. We wanted to upgrade to the latest version of SAP and needed the right hardware and installation partner to make it a success."

The company evaluated a number of potential vendors and, after a detailed review, selected Fujitsu as its partner in this ambitious undertaking, based on its comprehensive experience and local presence. Fujitsu was further boosted by its award-winning SAP-certified templates, designed specifically for the cement industry.

"Fujitsu provides everything, from the hardware to the consulting and to the installation – it's a true end-to-end, full cycle solution, whereas others would outsource or offshore aspects of the implementation," adds Fadhil. "Moreover, the SAP cement templates ensure best practice and make life easy – instead of having to design a full business process from scratch, it's all there out of the box."

One-stop SAP solution

RCC and Fujitsu planned a two-phase deployment, with the first phase focused on SAP S/4HANA alongside SAP SuccessFactors and SAP Fiori. These are hosted on a FUJITSU Integrated System PRIMEFLEX for SAP HANA, ETERNUS LT tape system and two backup ETERNUS CS200c appliances, running Commvault data protection software as the backup solution for disaster recovery. PRIMEFLEX for SAP HANA is built on FUJITSU server PRIMERGY RX2540 and FUJITSU storage ETERNUS DX100 technology. The Fujitsu storage solution ETERNUS DX and ETERNUS CS with integrated Commvault Software are SAP-certified and ideally suited for business-critical SAP HANA projects.

"The project, from design to installation and to testing took under five months. One of the reasons we selected Fujitsu was its ability to deliver hardware without wasting time, for example, we could save two months by using temporary hardware," continues Fadhil. "We migrated some master data but, essentially, it was treated as a greenfield implementation encompassing production planning, quality management, HR, payroll, finance and accounting, sales and distribution and many other SAP modules."

The new SAP HANA platform now supports 150 users for its main suite and 700 users for its HR-specific SAP SuccessFactors solution, which has enabled the HR department to become entirely digital. For example, rather than filling in a form to apply for leave, which then needs to be cross-checked with other team members before being approved, employees can apply at the touch of a button and have their request approved or denied instantly. The new system provides real-time, automated visibility of all transactions.

"Purchase orders can be approved using a mobile device, courtesy of SAP Fiori, instead of needing a lengthy paper trail," says Fadhil. "It helps us operate more efficiently across all areas of the business."

Speed and simplicity

When RCC launched the Fujitsu SAP solution, it saw it as part of a wider digital transformation and coined the slogan: 'Run like never before' to encourage employees to engage with the potential offered by the new technology. The fact that the new solution performs twice as fast as its predecessor gives some sense of the speed available.

"It's much faster so we are more productive and less frustrated. It is also simpler and more transparent so we can all see what is happening in real-time," comments Fadhil. "We have also doubled utilization of the new platform, while still having capacity to expand and add new users or functionality."

Akhtar Mahmood Khan, Manager Application Services at Raysut Cement Company, summarizes:

"We found Fujitsu a flexible partner in our digital transformation journey. Implementation of SuccessFactors and Fiori App was a real strategic move for us. Business is gradually getting paperless with the combination of SAP S/4HANA Implementation done by Fujitsu. We realized that it was the right decision at the right time for S/4HANA implementation with Fujitsu Cement Template Solution along with business planning consolidation and dashboard reports for senior managers and management. Taking our transformation journey to next level we have planned to deploy Audit Management by Fujitsu."

"The Fujitsu SAP deployment is a historic development for our company, which has allowed us to add and automate business critical workflows and processes, and make vital information available anywhere, any time," concludes Fadhil. "Fujitsu will continue to play a key role in the ongoing development of our SAP platform and our company."

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