



SAP Business Transformation Study | Automotive | Derco

How Do You Deliver Seamless, Integrated HR Across South America?

“Vamos por más” is more than a motto for leading South American automobile importer Derco SA – it’s a strategy to achieve success. From the brands they carry to the customers and communities they serve, the company’s dedicated professionals work together to strengthen every relationship. And business integration is the key to mission success.

That’s why Derco partnered with SAP to integrate its 4,500-strong workforce across multiple countries using the cloud-based SAP® SuccessFactors® Employee Central solution and the on-premise SAP ERP Human Capital Management solution. Derco worked closely with the SAP Enterprise Support Advisory Council – taking advantage of premium support through the SAP Preferred Success plan – to quickly resolve issues during the country-by-country rollout. It’s a collaboration that is shortening completion time of the integration project by at least 10% and reducing consulting fees. The result is that Derco employees can quickly get up and running with the HR tools they need to do their jobs more efficiently and keep the focus on serving customers.





“We must deliver the very best business solutions to our people in Latin America. They deserve simple, reliable, and handy tools that let them focus on creating the **best experience for our customers. Information availability and simpler, mobile-friendly processes enable them to do that.”**

Juan Manuel Jordan, VP of HR and Continuous Improvement, Derco SA

To help employees across Latin America provide the very best service to customers, automotive importer and distributor Derco is deploying SAP® SuccessFactors® solutions. Working with the SAP Enterprise Support Advisory Council, it is taking advantage of integration assets through the SAP Preferred Success plan. The result is faster deployments and streamlined workforce programs and initiatives across regions.



>30 years

Of providing quality distribution services



7

Of the world's top automotive brands represented by Derco



14 million

Automotive parts and accessories distributed



Speeding Integrated Cloud HR Transformation with SAP® Preferred Success



Derco SA
Santiago, Chile
www.derco.cl (Spanish)

Industry
Automotive

Products and Services
Automotive importer and distributor

Employees
4,500

SAP® Solutions and Services

SAP® SuccessFactors® Employee Central solution, SAP ERP Human Capital Management (SAP HCM) solution (used for payroll), SAP Enterprise Support Advisory Council, and SAP Preferred Success plan

Derco teamed up with SAP to integrate multinational HR operations. The project is not only ahead of schedule, it saves consulting and customization costs.

Before: Challenges and Opportunities

- Improve collaboration and operational effectiveness of business teams across South America
- Streamline and standardize payroll processes enterprise-wide
- Build a strong integration model that ensures smooth country-by-country rollouts of HR solutions and seamless HR operations

Why SAP

- Harnesses the expertise of a multidisciplinary integration architecture team sponsored by the SAP Enterprise Support Advisory Council
- Works directly with a customer success manager from SAP to quickly and effectively resolve issues and keep the integration project on track and ahead of schedule
- Unlocks business value from current IT investments through a SAP Preferred Success plan
- Supports future-proof workforce integration using SAP SuccessFactors Employee Central

After: Value-Driven Results

- Provided one-to-one expert guidance on multiple deployments
- Accelerated project completion with proactive collaboration and fast issue resolution
- Reduced partner consulting fees
- Avoided customizations
- Strengthened workforce collaboration
- Streamlined workforce initiatives and projects

“The SAP Enterprise Support Advisory Council provided integration expertise, so we could quickly solve complex issues and deploy the best standard solution to meet business expectations, avoiding specific customizations.”

Juan Roger Rodriguez, Project Manager HR Solutions, Derco SA

80%

Savings on partner consulting fees

US\$4,250

Saved in partner implementation costs

10%

Faster project completion

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