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A DIVISION OF DIMENSION DATA

**sappi**

Sappi | Middle East & Africa, South Africa | Manufacturing | Digital Business Solutions

## Can technology help make woodfibre more sustainable?

### At a glance

#### Which services?

- Application Support
- Application Innovation and Optimisation

#### Which technologies?

- SAP ECC
- SAP S/4 HANA

#### Which partners?

- SAP

**‘The Sappi Britehouse partnership has allowed Sappi to successfully transition SAP platforms and versions, allowing Sappi to leverage next generation SAP products which are aligned to their growing business.’**

*David Wood, CERP & BI Manager, Sappi*

### Why Sappi needed innovative SAP system support

Operating globally today requires organisations to innovate to stay competitive. Sustainability has become a massive focus for many organisations. To prioritise these business drivers, Sappi needed a team of skilled consultants who could support their SAP system and run its maintenance.

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### How a combined innovation and support approach drove efficiency

In order to realise their goal of a low-carbon future, Sappi has been driving sustainability and efficiency across its entire business. This approach extends to the incident management for their global instance of SAP, with a fixed price per call being introduced.

[Read more](#)

### What a fixed price model meant for the environment

Having the peace of mind that their business processes operate efficiently, has allowed the woodfibre giant to focus on its business goals – realising a low-carbon future by driving sustainability.

[Read more](#)

## Case study

**‘Britehouse’s approach to innovation suits Sappi, as their broad industry knowledge has assisted us in the implementation of our business strategy. Their core team has an in-depth understanding of our business and strategy, and embraces our value of executing with speed.’**

*David Wood, CERP & BI Manager, Sappi*

### Why Sappi needed innovative SAP system support

*Operating globally today requires organisations to innovate to stay competitive. Sustainability has become a massive focus for many organisations. To prioritise these business drivers, Sappi needed a team of skilled consultants who could support their SAP system and run its maintenance.*

With operations in 20 countries around the world, Sappi needed a cost-effective way to support its SAP system. The traditional time and material model for support proved inefficient in supporting its business operations. Prolonged system downtime would have massive cost implications for them – affecting not only their admin process, but logistics too.

To fulfil their business goal of providing sustainable woodfibre production and solutions, they needed to drive innovation throughout their business. It required efficiency across their entire organisation, while reducing their business risks.

With over 3,000 users of SAP spread out across different geographical locations, Sappi needed a support partner that understood its business, and the collaborative hybrid IT environment it operates with.

### How a combined innovation and support approach drove efficiency

*In order to realise their goal of a low-carbon future, Sappi has been driving sustainability and efficiency across its entire business. This approach extends to the incident management for their global instance of SAP, with a fixed price per call being introduced.*

With an average of 250 support calls a month for their user base of 3,000 employees, Sappi needed a more responsive approach to resolving SAP incidents. Delays in resolving incidents could have repercussions that spread across the entire organisation.

Making use of a fixed price per incident removed the risk of them paying for delays in resolving calls, drastically reducing support costs. Combining innovation with support activities to maintain user skills, as well as system and data integrity, saw an overall reduction in call volumes.

Having proactive support for SAP across all of its geographical locations has meant a decline in support costs, the amount of system down time experienced, and the amount of support calls logged. Having this degree of efficiency has freed up their people to focus on other areas of the business, like driving sustainability and being part of improved business value creation.

### What a fixed price model meant for the environment

*Having the peace of mind that their business processes operate efficiently, has allowed the woodfibre giant to focus on its business goals – realising a low-carbon future by driving sustainability.*

Sappi, the world’s chief producer of dissolving wood pulp, has been leading the competition thanks to its culture of innovation. Implementing a robust ITIL process which involved incident management, service request, knowledge management, and problem management were the main drivers in cost saving.

Having defined their business processes, and knowing that this side of operations is supported by a strategic partner, has allowed Sappi to focus on expanding its product offerings. To keep them competitive in today’s eco-conscious age, they’ve evolved from a supplier of paper to the world’s leader in dissolvable wood pulp products.

### Technology accelerates digital business

Supporting the world’s leading supplier of woodfibre products and solutions in their quest for a low-carbon future meant more than just SAP support. It meant an innovative support system that drives efficiency, allowing Sappi to focus on growing their business.