Vivo Energy: Removing IT Landscape Complexity to Support Growth with SAP S/4HANA®

Following a rapid expansion in its Africa-based operations, Vivo Energy plc wanted to simplify data management to achieve deeper operational insights. With help from IBM Services, the fuel retailer performed a system conversion from Oracle JDE World A9.3 to SAP S/4HANA® and deployed cloud solutions from SAP for use in HR, customer experience management, and business planning. With a single digital core, Vivo Energy is supporting future growth strategies through informed decision-making.
Building a Foundation for Future Development with SAP S/4HANA®

Before: Challenges and Opportunities
- Improve operational oversight of enterprise-wide operations
- Support end-to-end processes with integrated workflows
- Simplify the IT landscape by establishing a single data platform

Why SAP and IBM Services
- Impressive track record of SAP S/4HANA® within the region and in the oil and gas sector
- Comprehensive line-of-business and industry capabilities provided by SAP S/4HANA
- Integration with cloud-based SAP® applications for use in HR, customer experience management, and business planning
- Extensive experience of IBM Services in helping companies in the oil and gas industry implement SAP S/4HANA

After: Value-Driven Results
- In-depth monitoring of performance across every area of the business, enabling informed decision-making
- Automation of administrative tasks and workflows, reducing data input errors and enabling staff to focus on value-added activities
- Ability to launch new initiatives quickly thanks to a simplified and agile IT infrastructure

“By implementing SAP S/4HANA, we’re not simply upgrading our technology. The software is helping us to transform our business.”

Mike McCormick, CIO, Vivo Energy plc

Vivo Energy plc
London, United Kingdom
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Industry
Oil and gas

Products and Services
Fuels, lubricants, and liquefied petroleum gas

Employees
2,600

Revenue
US$7.55 billion

Featured Solutions
SAP S/4HANA and cloud solutions from SAP

>10 billion
Liters of fuel sold each year

>800,000
Customers served daily

Featured Partner
IBM

THE BEST RUN
Maintaining a **Strong and Growing Presence in African Markets**

Founded in 2011, Vivo Energy plc is the leading pan-African distributor and retailer of Shell- and Engen-branded fuels and lubricants, with **2,100 service stations in 23 countries** across the continent. In addition, it distributes fuels and lubricants to business customers across a range of sectors, including marine, mining, construction, power, transportation, and manufacturing.

**Helping the business reach its potential**

Following a period of rapid growth, the company’s legacy IT systems were proving an obstacle to Vivo Energy’s ongoing expansion plans. “We often generated multiple copies of the same data set, creating data management issues and increasing the complexity of our IT landscape,” says Mike McCormick, CIO at Vivo Energy. “This made it difficult to get an overview of our operations with the level of granularity we needed to make well-informed decisions about the future of the business.”

To help the business reach its potential, Vivo Energy decided to deploy a next-generation ERP solution. “We are focused on continuing our remarkable growth story, and to achieve this, we wanted to establish a **single, unified platform** for all our data,” says McCormick. “This would enable us to integrate processes across business functions, streamlining workflows and making it easier to monitor and analyze our operations.”
Comprehensive Functionality to Support Every Area of the Business

The fuel retailer decided to convert to SAP S/4HANA®, deploying SAP S/4HANA Retail and SAP S/4HANA Oil & Gas solutions as well as line-of-business features for finance and supply chain functions. “We selected SAP S/4HANA because of its excellent regional and sector credentials. More than 150 African companies in the sector use the solution, along with 85% of the oil and gas industry,” says McCormick. “We were also impressed by the solution’s strong functionality across all of our business areas, its intuitive user experience, and the scope for automation.”


In addition, the company deployed the SAP Master Data Governance application to manage data centrally across the enterprise, and it provided employees with modern, easy-to-use interfaces with the intuitive SAP Fiori® user experience (UX).

“Big-bang” implementation approach
The fuel retailer chose IBM Services to assist with the deployment. “IBM Services has years of experience in implementing SAP S/4HANA, including implementations for many leading businesses in Africa and in the oil and gas industry,” says McCormick.

The implementation team completed the deployment on time and on budget. Using the SAP Activate methodology, Vivo Energy and IBM Services chose a “big-bang” approach, with more than 40 application components enabled simultaneously across two countries.
Cutting complexity in Vivo Energy’s IT infrastructure by implementing SAP S/4HANA has delivered significant benefits for the company. “We now have a single source of the truth, and this simplifies data management considerably,” says McCormick. “Furthermore, working on a single, unified platform has resulted in improved data quality and less duplication of records.”

The SAP solutions deployed by Vivo Energy are helping the company run its logistics, HR, and sales operations more efficiently by streamlining processes. Using advanced capabilities within SAP S/4HANA, Vivo Energy is also automating many administrative tasks and workflows. “Increased automation is reducing data input errors and enabling our staff to focus on productive, value-added activities such as engaging more with customers,” says McCormick.

Responding faster to meet changing business needs
With improved operational oversight, the company can now measure performance across every area of the business. “Detailed insights are empowering our employees to make fact-based decisions about everything from our hiring policy to inventory management,” says McCormick.

Meanwhile, real-time analytics helps Vivo Energy respond quickly to changing customer demand. “We can track and predict demand for particular products and automate replenishment,” says McCormick. “This reduces stock-out situations and helps ensure an outstanding customer experience.”
Fueling Future Growth Through **Business Agility**

McCormick believes that working to exploit the full potential of SAP S/4HANA will be critical to future success. He says, “The suite is helping us simplify our processes and transform into a smarter, faster, and more efficient company while increasing our customer focus.”

Reducing time to value for new projects
McCormick expects that SAP S/4HANA will fundamentally enhance the company’s ability to grow and develop new business initiatives.

“We are still at the start of this process, but SAP S/4HANA is already opening up new growth avenues for us,” says McCormick. “An agile IT infrastructure based on a unified data platform enables us to develop new initiatives efficiently while slashing the time to value for new projects.”

McCormick concludes: “In recent years, we have seen extraordinary growth, and supported by SAP S/4HANA, this growth is set to continue. We look forward to exploiting the full capabilities of our SAP software to drive decision-making and create an intelligent enterprise that responds actively to customer demand.”