How Is an In-House Service Provider Expanding to Serve More Industries Within Its Parent Company?

From IT services and legal counsel to accounting, logistics, and beyond, the companies that make up Breca Group – one of Peru's largest conglomerates – count on Centria Servicios Administrativos S.A. to ensure operations run smoothly. To fulfill its mandate, Centria is committed to using cutting-edge technology in a way that improves life for Breca employees – from managers to field workers – and contributes to the economic development of Peru as a whole. In order to expand its shared-services offerings to more companies within the group, Centria needed to enhance and unify its digital capabilities, especially for manufacturing and other product-oriented sectors.

Working with IBM Services, Centria deployed a range of line-of-business solutions with SAP S/4HANA®. Rather than using a piecemeal development approach, the company opted for an integrated strategy, choosing SAP S/4HANA as the core software to cover all mission-critical enterprise processes. Now, thanks to process standardization, mobile technology, and real-time reporting, Centria is running more efficiently – and helping the companies it serves run more efficiently as well. Plus, it has the core foundation to continue supporting Breca Group with technology innovation well into the future.
“We want to serve more companies within the group. To do this, we have to provide better support for areas like logistics, inventory, plant maintenance, and materials management. The way to seize this growth opportunity was to become a more intelligent enterprise.”

Erika Acosta Cueva, CIO, Centria Servicios Administrativos S.A.

Centria provides shared services for roughly 30 companies within Breca Group. Historically, the company focused on the services sector, but it realized there were tremendous opportunities for expansion in other areas such as agriculture, fishing, and manufacturing. Working with IBM Services, it deployed SAP S/4HANA® to provide a solid digital core to support all lines of business and industry sectors, enable real-time reporting and analytics, and build a foundation for future innovation.
Setting the Stage for Expansion to New Industries with SAP S/4HANA®

Joining forces with IBM Services, Centria deployed SAP S/4HANA software across the business, harmonizing and streamlining key processes to boost efficiency.

Before: Challenges and Opportunities
- Expand to new industries within Breca Group by providing better support for inventory and logistics
- Automate manual processes to increase visibility and improve data accuracy
- Replace disparate ERP applications with a single digital core to streamline operations and support innovation

Why SAP and IBM Services
- SAP S/4HANA, which is preconfigured to unify lines of business (LoBs) and enable best practices
- Experience of IBM Services deploying SAP S/4HANA, with a particular focus on logistics
- Local consultants that provided training to help the in-house IT team manage SAP S/4HANA going forward
- Confidence in a fast implementation with minimal business disruption

After: Value-Driven Results
- Greater process standardization, automation, and efficiency across LoBs
- US$30,000 saved through more-efficient accounting processes, allowing staff to be moved to other areas
- Mobile access, allowing customers’ users to complete a broad range of tasks on the go, increasing employee engagement and productivity and accelerating decision-making
- $200,000 reduction in third-party development costs by using 25 SAP Fiori apps and numerous dashboards
- Centralized data and real-time reporting, providing deeper in-the-moment insight into operations
- 32% reduction in data storage requirements, reducing hosting fees
- Stronger relationships with existing customers thanks to greater visibility into the services Centria provides
- Foundation for new technological innovation using predictive analytics and the Internet of Things that will allow Centria to take on new customers in additional industries

“SAP S/4HANA deployed by IBM Services is helping me transform our business toward standardization, automation, and efficiency.”

Erika Acosta Cueva, CIO, Centria Servicios Administrativos S.A.