

# How Has a Food Company Improved System Security with the Aid of Excellent Enterprise Support?

Consumers worldwide enjoy the food products produced by GRUMA, including corn and flour tortillas, flatbreads, wraps, naan, pita bread, and more. GRUMA has experienced exceptional growth, with 79 production plants and operations in America, Europe, Asia, and Oceania. And its global brands MASECA and Mission have a strong presence in 112 countries. The company's goal is to contribute to the quality of life of its customers and consumers around the world by offering products and services of excellent quality. It is also pursuing the generation of dynamic and profitable growth that is sustainable in the long term to create maximum value for its stockholders.

GRUMA upgraded to SAP® Enterprise Support services to improve security as it continues its growth around the world. The company used the SAP Enterprise Support Academy program, SAP Solution Manager, and the guidance of the SAP Enterprise Support advisory team to standardize its security settings and discover the best solutions for its needs. Through an external audit, GRUMA found it had improved the grade of its security infrastructure by 85% since beginning its security transformation.



Picture Credit | GRUMA S.A.B. de C.V., Monterrey, Mexico. Used with permission.



# Standardizing Security with SAP® Solutions



**GRUMA S.A.B. de C.V**  
Monterrey, Mexico  
[www.gruma.com](http://www.gruma.com)

**Industry**  
Consumer products

**Products and Services**  
Corn flour and tortillas

**Employees**  
18,000

**Revenue**  
MXN 1 billion (US\$55.5 million)

**SAP® Services and Solutions**  
SAP® Enterprise Support services, SAP Enterprise Support Academy program, SAP Enterprise Support advisory team, SAP Enterprise Support value maps, continuous quality check for security optimization, and SAP Solution Manager

Food producer GRUMA turned to SAP Enterprise Support to enhance security as it expands globally. By using a range of services, the company standardized security settings and developed the best solutions for its needs, leading to a transformation that substantially enhanced its infrastructural security.

### Before: Challenges and Opportunities

- Manage security with SAP Solution Manager and establish security monitoring and security dashboards
- Empower IT staff with the knowledge required to get the most out of the investment in SAP solutions
- Become a world leader in the production, marketing, and distribution of corn tortillas

### Why SAP

- SAP Enterprise Support Academy program, which provided the knowledge to configure scenarios in SAP Solution Manager through expert-guided implementation and meet-the-expert sessions
- SAP Enterprise Support value maps, which provide an individualized path through an extensive range of support services, offerings, and tools
- Social collaboration networks moderated by SAP Enterprise Support to connect with solution experts from SAP
- Continuous quality check for security optimization, which improves security by identifying potential issues and giving recommendations on how to improve the security of the system

### After: Value-Driven Results

- Improved overall system security and established the ideal security requirements with the security value map
- Maximized the value of SAP Enterprise Support and SAP Solution Manager
- Identified the ideal services for the company with the guidance of the SAP Enterprise Support advisory team

**“Thanks to the SAP Enterprise Support advisory team and the security value map, we were able to identify the right services from SAP Enterprise Support Academy to help us increase system security in our productive systems.”**

Francisco Castellanos Garza, IT Manager, GRUMA S.A.B. de C.V

**60%**

Improvement in security settings in the productive systems

**80%**

Reduction in manual effort to verify security compliance

**85%**

Improvement in the grade of the security infrastructure, as found by an external audit



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