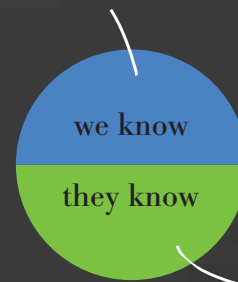


TOP TO BOTTOM

@ business solutions



END TO END

IBM delivers SAP excellence at the United Nations World Food Programme

By implementing a powerful SAP environment to consolidate global information, the World Food Programme has increased its efficiency and responsiveness to donors, and improved its ability to deliver help to the needy. IBM provided the SAP expertise to deliver a highly successful solution.

Established in 1963, The World Food Programme (WFP) is a United Nations agency that fights global hunger. The organisation employs more than 7,000 staff members, who work together to provide food aid to save lives and promote self-reliance in disadvantaged communities all around the world. In 2001, WFP fed 77 million people in 82 countries, and the organisation's ultimate goal is to eliminate global hunger by helping to support sustained development in the world's poorest regions.

A large and complex organisation, WFP wanted to transform its business processes in order to increase efficiency and performance. The organisation partnered with IBM on an ambitious project aimed at improving support and management for projects, funds, logistics and transportation. WFP also wanted to improve the accuracy and transparency of project reports provided to major donors, and

to integrate human resources and payroll processes, which were then outsourced to another UN agency.

The integrated features and power of the mySAP.com solutions made it the perfect information platform for WFP's needs, and IBM's extensive experience of designing, managing and maintaining complex SAP implementations was a key factor in the success of the project.

The IBM and SAP solution delivers consistency in all business processes at WFP, and provides end-to-end project management. Integrated supply chain processes maximise cost-efficiency and speed of reaction, and automated functions in human resources and finance ensure faster and more efficient internal processes.

Expert methodology

The SAP implementation at WFP covers the financial, logistics and human resources solutions, increasing efficiency by providing an integrated environment for all users. Previously, the organisation had relied on interfaces between different systems or manual consolidation of data across departments, which caused delays and inaccuracy.

Overview

■ The Challenge

WFP wanted to transform its business processes which were based on separate systems. The organisation had relied on manual consolidation between departments and interfaces, which caused delays and inaccuracy.

■ The Solution

Application: mySAP.com

Software: Tivoli® Storage Manager; Lotus Notes®; Domino™; Microsoft® Windows®

Hardware: IBM @server® xSeries™

■ The Benefits

Integrated solution, increased efficiency and performance after transformation of the business processes. IGS designed, managed and maintained the complex environment.

IBM

SAP

IBM undertook extensive business process re-engineering at WFP, then used its Method BLUE methodology to optimise SAP implementation and ensure that the project delivered all requirements on time. Says Ken Herman, CIO & Director at WFP, "IBM's SAP experts worked closely with our in-house team through a process of analysis, iterative design, implementation and deployment. The resulting system met all project objectives, and is delivering real benefits in all areas."

The implementation consists of mySAP.com solutions in the areas of financial accounting, controlling, materials management, project system and sales & distribution running in a Microsoft Windows environment on IBM **@server** xSeries. (Netfinity® Models 7000).

Consistency and control

The solution has brought significant benefits to WFP, and can be accessed by staff in remote locations all around the world. On the finance side, it provides full consistency between project and fund management structures, ensuring that each cost element is correctly funded, and automatically assigning funds to project costs.

Says Ken Herman, "Finances are now better controlled thanks to the full integration between the mySAP.com solutions, and the timely recording of expenditure and early identification of savings opportunities allows us to make optimal use of funding."

Transparency of financial information has also improved, so WFP can be sure it is reporting accurately to major donors. It is anticipated that this will directly raise donor confidence, and thereby increase funding for WFP's vitally important work.

Better by design

Integrated logistics processes have significantly increased efficiency and speed in the supply chain, and end-to-end project management reduces administration and improves WFP's speed of reaction. Powerful workflow features simplify and accelerate routine tasks and ensure auditable procedural compliance.

The IBM and SAP solution also delivers important benefits in the human resources area, with full integration of previously separate systems. Workflow functionality allows end-to-end processes such as recruitment to be managed seamlessly, improving speed and cutting manual administration significantly.

Ken Herman comments, "By implementing SAP, the World Food Programme achieves a new level of operational efficiency. The implementation consolidates business information contained in legacy applications into one place, fully accessible even from many of our remote locations around the world."

By managing all business information in a powerful SAP environment designed by IBM, WFP is better able to fulfil its vital role in combating global hunger.

Ken Herman, says, "With IBM's help as SAP implementation partner, WFP now has one authoritative, consolidated information repository, that allows us to be more responsive to our donors and, more importantly, better at delivering food to the hungry poor the world over."

Further Information

To learn more about how the IBM and SAP alliance can help your business, please visit: **ibm-sap.com**



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