



Client: Correo Oficial de la República Argentina S.A.
(Correo Argentino)
Country: Argentina
Project: Comprehensive process mapping
using ARIS / SAP platform
Practice: BPM (Business Process Management) Services

About Correo Argentino

Argentina's postal service, Correo Oficial de la República Argentina S.A. (www.correoargentino.com.ar), commonly known as "Correo Argentino", is one of the most traditional institutions in Argentina. It is the organization with the largest network of branch offices and distribution points in the country. Correo Oficial has a market share of approximately 40% of the total mail delivery business in Argentina.



CORREO ARGENTINO

As part of the Comprehensive Process Mapping using ARIS (MIPBA) project, the office of Organization and Norms (OyN) at Correo Argentino was looking for a technology partner to help them model their process repository using ARIS for SAP NetWeaver. Correo Argentino selected Grupo ASSA to carry out this important project, for which the methodology to be applied and the report models to be used for each process narrative were defined jointly.

In line with this, the company's Systems and Organization department established SAP Solution Manager (SOLMAN) as the tool for managing SAP implementation, upgrade and maintenance projects, in order to plan for future SAP module and application implementations to the existing landscape based on a BPM Driven SAP model.

Grupo ASSA

“This project’s implementation consolidates and materializes Correo Argentino’s process vision through the ARIS tool. The link to SolMan allows for a high level of SAP integration and synergy, which ensures that the processes defined in ARIS-SolMan can be maintained over time.”

Gabriel De Seta

Systems and Organization department
at Correo Argentino

The objective

The Systems and Organization department requested that Grupo ASSA develop the ARIS and SOLMAN usage methodology for managing the complete implementation, upgrade and SAP systems maintenance project life cycles, ensuring their process orientation.

The service

The project carried out by Grupo ASSA at Correo Oficial had the following scope:

- ☒ Methodological support during business process mapping using ARIS
- ☒ Development of ARIS-SOLMAN project and solution management methodologies, using SAP Solution Manager as the management tool and ARIS as the process repository
- ☒ The methodology implemented by Grupo ASSA included:
 - ☒ The creation of SOLMAN implementation projects
 - ☒ Blueprint development using:
 - ☒ SAP Solution Composer for scenario and process definition
 - ☒ SAP BPR, to identify the steps within each process, as well as associated configuration information
 - ☒ SAP SOLMAN as technical repository of the processes to be implemented
 - ☒ ARIS to model “AS-IS” and “TO-BE” process scenarios, including the full process universe (SAP as well as non-SAP)
 - ☒ ARIS-SOLMAN synchronization
 - ☒ Configuration and Unit Testing using SOLMAN as configuration and test management tool
 - ☒ Integral Testing: using ARIS functionality to accelerate integral testing design, using SOLMAN as a management tool
 - ☒ Training: SOLMAN selected to manage training for SAP projects
 - ☒ Project wrap-up and deployment: using SOLMAN functionality to manage Solutions
 - ☒ System monitoring based on the defined process structure
 - ☒ Linking of Service Desk Tickets with the defined process structure
 - ☒ Use of Check In/Check Out functionality to manage changes in the Solution arising from Maintenance Projects, synchronized with ARIS to maintain links with the business process repository
- ☒ ARIS-SOLMAN Methodology training: Conceptual and practical knowledge transfer workshops were conducted
- ☒ Pre-Blueprint SAP prototype: With support by specialized SAP consultants from Grupo ASSA, the developed methodology was implemented for the selected processes

Technologically, Correo Oficial is an innovative company. In 1994 it was one of the first companies to implement SAP R/2 in Argentina, followed by R/3 in 1998. These successive implementations and migrations have broadened the system’s scope, which now includes the FI, CO, SD and MM modules of ECC 6.0, BI BW and PI 7.0, among others.

Benefits

For this project at Correo Oficial, Grupo ASSA utilized a proven process-oriented SAP project Life Cycle methodology (BPM Driven SAP).

This methodology provided the following benefits:

- ☒ Met all standards required by the Systems Quality, Information Security, Process and IT Architecture departments
- ☒ Allowed the Systems and Organization department to provide more efficient process support, in alignment with the organization’s business needs

