Samarco: Supporting Employee Development with SAP® Enterprise Learning

SAMARCO

Executive overview

Company

Vision

Why SAP

Implementation

Solution

Benefits

Future plans

Company
Samarco Mineração S.A.

Industry
Mining

Products and Services
Iron ore for the world's steel market

Web Site
www.samarco.com.br

SAP® Solutions
The SAP® Enterprise Learning environment

Partner
HRDevelopers (www.hrdevelopers.com.br)

Any company that understands the importance of employee education also understands the importance of the right software for managing that education. Samarco Mineração S.A., one of Brazil's largest mining companies, found the right solution for its needs: the SAP® Enterprise Learning environment. With the software in place, Samarco is preparing and **managing e-learning, classroom, and virtual training** throughout its dispersed enterprise while avoiding the need for extra infrastructure investments.

Executive overview

Company

Vision

Why SAP

Implementation

Solution

Benefits

Future plans

Fueling the steel industry with iron ore

Samarco Mineração S.A. is one of Brazil's largest companies in the mining industry. Since 1977, it has been providing iron ore pellets for the world's steel market. The company's 2,400 employees generate US$3.5 billion in yearly revenues.

Headquartered in the state of Minas Gerais, Samarco produces more than 22 million tons annually and is the second-largest global exporter in the transoceanic market for iron ore pellets.

22 million

Tons of iron ore pellets produced annually

Executive overview

Company

Vision

Why SAP

Implementation

Solution

Benefits

Future plans

Delivering education across a widely dispersed enterprise

Samarco is committed to furthering its employees' development and understands that education is key to achieving that objective. The company also recognizes that training must be aligned with corporate strategies and values and should be conducted in ways that conserve company resources. The organization is widely dispersed throughout Brazil, a fact that imposes restrictions on the forms of education that are practical to perform. Sometimes classic classroom training is most effective, but in other cases virtual classroom training using remote video is the right solution. Individual e-learning is rising fast in importance as well. For all these reasons, preparing and managing the right training courses in the right form at the right place and the right time is a complex undertaking.

Samarco wanted more help meeting these and other training challenges than was available from the software tools it used in the past to support employee education. The company wanted more flexibility and better integration with its IT infrastructure. Therefore, in order to optimize its performance in conducting training and maximize the benefits to employees, Samarco resolved to identify and implement a better solution for preparing and managing education. The new environment had to provide a single, user-friendly, easily accessible location for all training-related materials and functions. It also had to provide autonomy in managing the development of courses for everyone involved in the process. At the same time, it had to support legal and policy requirements through online tools. Finally, it had to provide a structure for effective skills management and analysis of employee development.

Executive overview

Company

Vision

Why SAP

Implementation

Solution

Benefits

Future plans

Achieving integration while meeting exacting criteria

For many years, Samarco has run its business with SAP software including the SAP ERP application, the SAP Supply Chain Management application, and the SAP Advanced Planning & Optimization component. Because of the excellence these solutions have consistently delivered, and because Samarco wanted built-in integration between its new enterprise learning application and the rest of its business software, the company naturally turned to SAP. SAP recommended the SAP Enterprise Learning environment, explaining that it includes complete provisions for planning and managing all forms of education Samarco envisioned in a single, tightly integrated application.

"In our evaluation we saw that SAP Enterprise Learning allows greater autonomy in managing course development by all players: employees, managers, administrators, and process enablers," says Fernanda de Faria Fernandes, human resources analyst for Samarco. "The application allows us to provide all necessary information in a convenient form on a portal. It also supports the communications process we encourage for users to access information, analyze demands, and make choices aligned with the needs of their roles and the organization's strategy."

2,400

Employees

Executive overview

Company

Vision

Why SAP

Implementation

Solution

Benefits

Future plans

Establishing interfaces between business areas

With help from its implementation partner HRDevelopers, Samarco installed and deployed SAP Enterprise Learning, focusing on three major dimensions: process, system, and modeling.

"One of the major challenges we faced during our initial deployment was establishing interfaces among our various business areas such as hiring, performance evaluation, compensation, work safety, environment, and integrated management," says Julianni Vasconcelos, processes and IT analyst for the company. "We are proud of the excellent job our implementation team did in meeting that challenge."

$3.5 billion

In yearly revenues

Executive overview

Company

Vision

Why SAP

Implementation

Solution

Benefits

Future plans

Optimizing resource expenditures

The preparation and management of all three types of courses – in-person classroom, virtual classroom, and e-learning – are now performed using SAP Enterprise Learning, as well as enrollment in these courses. "Having a single environment allows us to optimize our resource expenditures and avoid the need for extra investments in infrastructure," says Vasconcelos. "We can monitor results obtained from our employees and prepare detailed reports. This allows us to evaluate the effectiveness of our training and the degree of alignment we have achieved with the targets established."

Executive overview

Company

Vision

Why SAP

Implementation

Solution

Benefits

Future plans

Getting the most out of the portal

SAP Enterprise Learning equips managers to better monitor the development needs of their employees, who are now digitally included in the entire education process through the electronic mail system and portal provided by SAP Enterprise Learning. "All employees can access the portal," says Vasconcelos. "Employee education was our first use of employee and manager self-service. To take further advantage of the portal's powers, we have since added features for payroll and attendance, including a time-clock mirror, plus the ability to display pay stubs and earnings reports."

Executive overview

Company

Vision

Why SAP

Implementation

Solution

Benefits

Future plans

Covering the gamut of education needs

The SAP Enterprise Learning implementation is still ongoing, with the aim of extending it within three years to all five schools of corporate education, known as Saber Samarco. These schools represent the main challenges and topics of the organization's strategy: excellence, corporate identity, innovation, leadership, and sustainability.

CMP19053 (12/04)