SAP BusinessObjects™

SUPREMO TRIBUNAL FEDERAL

TRACKING AND MEASURING PERFORMANCE TO OPTIMIZE RESULTS

QUICK FACTS

Industry
Public sector

Employees
1,250

Headquarters
Brasília, Brazil

Web Site
www.stf.jus.br

SAP® Solutions and Services
SAP® BusinessObjects™ business intelligence solutions

Implementation Partner
Cast Informática S.A.

The Supremo Tribunal Federal (STF) is the judicial body in Brazil and the guardian of the federal constitution. The STF implemented SAP® BusinessObjects™ business intelligence solutions because it needed a business intelligence platform to track and measure performance, with greater visibility and access to trusted information. The main goal was to achieve greater speed and higher productivity through state-of-the-art management analysis.

Key Challenges

- Adopt a new model to track and measure key indicators
- Share a single and consistent view of data, regardless of the system used
- Deal with many judicial and administrative procedures to optimize resources allocation
- Reduce processing time for judicial procedures
- Access data from many transactional systems that do not have analytical capabilities

Why SAP Was Selected

- Adherence of Cast Informática S.A., an SAP partner, to strict public sector requirements
- Competitive price
- Reliable and robust business intelligence platform to analyze data

Implementation Best Practices

- Active involvement of the internal customer
- Well-trained internal IT teams, qualified to implement the solutions
- Board of directors' strong sponsorship and support
- Tight alignment with implementation partner, leveraging its expertise and market knowledge

Low Total Cost of Ownership

- Complete autonomy of final users and IT
- Leveraging of existing infrastructure, with no need for additional investment
- Scalability of the product: Supremo Tribunal Federal could progressively increase number of users while keeping specific views and confidentiality

Financial and Strategic Benefits

- Set the basis for governance transformation leading to better public resources allocation
- Increased productivity and transparency in communications with citizens
- Identified gaps in the way different ministers use available data
- Provided standardized and higher-quality data
- Translated raw data into meaningful information to help make business decisions

Operational Benefits

- Support for procedures to reduce 38% of the accumulated judicial processes
- Ability to measure the reduction in average time of judiciary procedures
- Increased productivity: more cases settled faster
- Freedom of IT area from having to produce reports, so it had time for other projects

STF
SUPREMO TRIBUNAL FEDERAL

"SAP BusinessObjects BI solutions helped us launch a data quality and standardization program. That way, we could focus on performance by tracking for the first time key indicators to measure the efficiency of Brazi's highest court."

Almir Antonio da Costa, Head of Data Administration in the Secretary of Information Technology, Supremo Tribunal Federal

www.sap.com/contactsap

Gaining Trusted Information

The Brazilian Supremo Tribunal Federal (STF) is the guardian of the federal constitution. Its 11 ministers, nominated by the Brazilian president and approved by the federal Senate, rule on over 100,000 cases a year.

Brazil underwent a judicial reform that allowed the STF to concentrate its efforts on matters of public interest. A new requirement demanded the analysis of general repercussions resulting from rulings in private lawsuits or cases with matters similar to others already processed. To address this challenge, the STF needed a platform to have a single view of available data.

One of the most urgent challenges that the STF faced was the need to provide its ministers with unified, accurate, and timely information to help them make better decisions. To gain this visibility, as well as agility and efficiency, the STF implemented SAP® BusinessObjects™ business intelligence (BI) solutions.

Cast Informática, an SAP partner, won the public bid because it followed the strict public sector procurement policies and showed the highest adherence to STF functionality requirements. Its price was also highly competitive.

Before the implementation, every time a minister's office needed information to develop a management report, the office would contact the IT department team, who would search for the data stored in different transactional systems. This lack of unified reporting tools and the diversity of data sources meant inefficient processes and poor resource allocation. During the year-and-a-half project, an internal IT team worked with the support of Cast to provide intensive training and expertise in BI platforms.

Several steps were taken to set the grounds for a profound cultural change, converting the STF in a performance-oriented organization, focused on training and qualifying its teams to flawlessly execute in alignment with overall goals of more transparency, efficiency, and communication.

Tracking Performance

After the implementation, the STF could accurately identify inconsistencies in the way that data from different transactional systems was used and interpreted. An internal committee was created to standardize definitions, procedures, and usage of data and systems. The ministers now have access to trusted and accurate information, enabling a more informed and intelligent decision-making process.

SAP BusinessObjects BI solutions set the basis for a true governance transformation. For the first time, key indicators can be tracked and measured, as well as the existence of processes regarding similar matters. Another important step is the ability to identify which matters will be submitted to the general repercussion analysis and generate binding precedents. The organization can now decline to process cases involving the same issue. Before this time, the STF judged the same cases more than once.

The visibility and agility delivered by SAP software freed up time that can now be spent in other projects. Besides alleviating end users' dependency on the IT department, the system sends out alerts when certain procedures take longer than needed, which helps STF members prioritize activities.

Looking Forward

Soon the STF will be able to consistently keep track and measure key indicators. Also, new quantified targets will be defined and measured over time, according to strategy.

In fact, the success achieved so far in measuring indicators, together with the scalability of SAP BusinessObjects BI solutions, will allow the STF to extend the benefits of the software system to other areas such as HR.

Implementation Partner
Cast develops systems and acts as a software factory, specializing in legacy conversion, enterprise content management, BI, outsourcing, and business process management.

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