PANIFICADORA HAWIT

BETTER MOBILITY, PRODUCTIVITY, AND CUSTOMER SATISFACTION – A RECIPE FOR SUCCESS

"Success is running our company with on-premise solutions such as SAP Business One, enabled by a single technological platform."

Jason Hawit, CEO, Panificadora Hawit S. de R.L.

QUICK FACTS

Company

- Name: Panificadora Hawit S. de R.L.
- Location: El Progreso, Honduras
- Industry: Consumer products
- Products and services: Bread, pastries, cookies, and crackers
- Revenue: US$5.6 million
- Employees: 150
- Web site: www.panhawit.com
- Implementation partner: Inforum de Honduras S.A. de C.V.

Challenges and Opportunities

- Increase availability of information and confidence in its quality, especially financial data at close of accounting periods
- Speed up closing
- Integrate interdepartmental processes
- Stop duplicating operations, especially making multiple payments to suppliers
- Improve administrative, accounting, and production control
- Reduce shrinkage
- Improve the level of detail in reports
- Provide better, faster customer service

Objectives

- Replace legacy software with a reliable, integrated, comprehensive solution
- Empower mobile users to interact with the solution from anywhere

SAP® Solutions and Services

- SAP® Business One application
- SAP BusinessObjects™ Mobile software
- SAP Crystal Reports® software

Implementation Highlights

- Cleansed legacy data, a significant undertaking
- Met initial user resistance with education, which led to widespread appreciation for solution's reach

Why SAP

- Integrated coverage of business functions
- Ability to provide full access to mobile users

Benefits

- Cut accounting closing time from 24 days to 1 week
- Provided real-time information to all users, including those in the field
- Enabled harmonious cooperation between departments that had worked independently
- Greatly expedited authorization processes
- Empowered real-time decision making
- Improved confidence in data accuracy
- Made costing precise and accurate, not approximate
- Provided visibility to shrinkage including product codes and reduced shrinkage amounts
- Integrated sales orders to production cycle via materials requirements planning
- Kept solution up-to-date by means of frequent updates provided via support and maintenance agreement
- Delivered fast ROI

"With SAP Crystal Reports, we have access to details about cost per product or per family, shrinkage control, route control, sales forecasting, even the company's financial statements."

Jason Hawit, CEO, Panificadora Hawit S. de R.L.

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Panificadora Hawit S. de R.L., a leading bakery in Honduras, needed to improve the quality of its business data and the integration of its business processes, especially those requiring interaction from its many mobile users. The firm moved to the SAP® Business One application, SAP BusinessObjects™ Mobile software, and SAP Crystal Reports® software. "Mobile technology enables decision making in real time, anywhere, regardless of the amount of information to analyze," says Darwin Diaz from the IT staff.

Integrated Processes with SAP Business One

Panificadora Hawit provides top-quality bakery products to name-brand fast-food chains in Honduras, and it even exports to the United States.

The company replaced its previous business software because it did not support integrated operations, its data was unreliable, and its reports lacked detail. Also, the software was accessible only from desktop computers, whereas users had grown increasingly mobile and relied heavily on their Apple iPhones for communication. The SAP software addressed all these issues, including the need for iPhone interaction.

Anywhere, Anytime Interaction with SAP BusinessObjects Mobile

Now Panificadora Hawit's departments work together harmoniously. With the software's materials requirements planning functionality, sales orders flow smoothly through inventory into manufacturing. Executives now have accurate data regarding sales, shipments, costs – even shrinkage, which has been reduced. Closing is five times faster. Duplicate payments to suppliers – a problem in the past – happen no more.

Processes of many kinds are smoother and faster, in large part because authorizations can now be performed instantly even by persons away from their offices.

"Mobile accessibility makes me feel safer and more at ease regarding control, processes, and remote decision making."

Darwin Diaz, IT, Panificadora Hawit S. de R.L.

Approving a customer's credit, for example, used to be a lengthy procedure because it required authorization from both an accountant and a manager, either of whom could be remote. This is no longer an issue.

A system of alarms speeds processes even more. When goods are dispatched – a process that requires authorizations from an accountant and an auditor – both parties receive alarms on their iPhones alerting them to provide timely authorizations. The result: greater efficiency and better customer service.

Reporting is also stronger. "With SAP Crystal Reports, we have access to details about cost per product or per family, shrinkage control, route control, sales forecasting, even the company's financial statements," says Jason Hawit, the firm's CEO.

"Mobile accessibility makes me feel safer and more at ease regarding control, processes, and remote decision making," summarizes Diaz.

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