

USPR transitions to SAP S/4HANA with sweet success.

Whether it's in the fields, the factories or on the road, every step of the United Sugars process is about making sure customers get the sugar they need when they need it.

We provide one third of the US's sugar supply across about 800,000 acres. They farm the beets and the cane, they process it at their factories, they get to the bin, and then our job is to take that, sell it to our customers, get it there, and ensure the highest quality customer service we can.

Chris Moore, vice president of IT for United Sugar Producers and Refiners. When we implemented SAP 20 plus years ago, we did that with one of our members, American Crystal Sugar. So we've been on their SAP platform. With the recent acquisition of a port refiner, our other members have grown. And so we thought it best as a company it was time to separate out of the members SAP instance and have our own so that we could adequately serve all customers and have that separation.

Given we are in the business over 55 years, we have done over 300+ warehouse implementations and 175+ transportation implementations. We are uniquely positioned to share the end-to-end story and bring in the best process for our customers. And that is exactly what we have done for United Sugar.

They wanted to find the right approach where they are not really disrupting their existing business. We wanted to find a easiest in the fastest way to move to S4, and then do all of those innovations at their own pace. All of this warranted some specialized functional expertise and also partnerships to be all brought under one roof. They were really looking for a partner who would listen to them. Understand, you know, the concerns, the pains and the constraints that they have and be able to give them a path forward to be able to move with little to no disruption.

A key for us in our S4 migration was that Westernacher was the responsible implementation partner, given it was a technical migration, they were able to partner with those that we needed to make this a success. They managed the relationships with SAP and Smart Shift, kept them accountable, kept things on time and deliverables where they needed to be. And that took a lot of responsibility away from us so that we could focus on things we needed to focus on to make our S4 go-live a success.

We completed the carve out, upgrade and shift to Rise on time on budget with no unplanned outage. We were able to financially close right after that. We really haven't had any issues in that to us is a huge mark of success. Today, there are a lot of other players in the market who offer to implement S/4 migration. What is so important is a

partner who understands their customer needs, adaptability and ability to manage the other partners within the organization including SAP, in order to deliver what we can.

Westernacher was able to listen and understand what we needed, what our timeline was. I would encourage anybody to talk to Westernacher because they will listen, they will respond, and they'll be honest with you on what they can do to help you succeed in moving from ECC to S/4.