

DXC / iXerv Capacidades SAP S/4 HANA, SAP Ariba e SAP SuccessFactors

10 de novembro de 2020

Versão 1



CERTIFICATE

SAP Global Certification

São Paulo, 10 de novembro de 2020

A Rede Sarah de Hospitais de Reabilitação Associação das Pioneiras Sociais Brasília - DF

A/C: Hector Andersen Pires Ribeiro da Silva Eduardo Gondim Caló Adriano Lordêlo Rêgo

Ref.: Parecer AGGC- Edital CG n. 010/2020 - de 05/11/2020

Prezados Senhores,

Nos termos do Edital de Convocação Geral nº 10/2020, a ENTERPRISE SERVICES BRASIL SERVIÇOS DE TECNOLOGIA LTDA. ("DXC"), com sede na Rua José Versolato, 101, 20º andar, São Bernardo do Campo -SP, inscrita no CNPJ sob o n.02.833.315/0001-45, vem perante V.Sas. apresentar recurso contra a decisão proferida no parecer em referência, declarando a DXC como inabilitada para continuar no processo de compras da Rede Sarah com base nos seguintes argumentos:

I – Da apresentação de documentos técnicos requeridos no Edital

A CSC apresentou atestados técnicos preenchendo todos os requisitos do edital para comprovar a implementação de projetos SAP S/4HANA e SAP Ariba *com go-live*, emitidos pelos clientes AEGEA SANEAMENTO E PARTICIPAÇÕES S.A. e CITROSUCO S.A Agroindústria, respectivamente. Além disso, apresentou atestado técnico de implementação de projetos SuccessFactors em nome de sua subcontratada, iXerv Brasil Serviços de Tecnologia Eireli também preenchendo os requisitos editalícios quanto a sua comprovada experiência neste tipo de projeto, dados do cliente atestante e satisfação do cliente atestante.

Neste tipo de projeto, temos que as empresas a implementar SuccessFactors são mais focadas em certos nichos de mercado e, portanto, existem menos casos de implementação no mercado brasileiro. Daí a necessidade de subcontratarmos a iXerv, uma vez que a DXC está sim capacitada e reconhecida pela SAP a implementar tais projetos (vide docs. anexos), mas não possui neste momento projeto com *go-live* concluído no Brasil.

Neste sentido, juntamos aos documentos da proposta a comprovação que temos em curso o projeto de implementação do SuccessFactors no cliente CPFL – Companhia Paulista de Força e Luz e a DXC (via empresa CSC Computer Sciences Brasil S.A., da qual a Enterprise Services é empresa afiliada) e, globalmente, possui diversos outros projetos similares conforme descritos a seguir:

- → Aflac Global Investiments nos Estados Unidos da América.
- → Brighthouse Financial nos Estados Unidos da América.
- → GCP Applied Technologies nos Estados Unidos da América.

Portanto, resta comprovada a qualificação técnica da DXC na implementação das três soluções: SAP S/4HANA, Ariba e SuccessFactors, contando com o apoio e indicação da própria SAP para vários projetos no Brasil. Somos provedores de serviços em SAP **há mais**



de 30 anos com centenas de projetos bem sucedidos ao redor do mundo, possuidora de inúmeros prêmios SAP ao longo destes anos.

A complementação dos documentos técnicos com o atestado do nosso subcontratado se deu para justamente atender o requerimento da Rede Sarah, apresentando a iXerv como um parceiro sólido de serviços da DXC com competência complementar comprovando com o ateste da empresa **Gerdau Açominas S.A.**, empresa multinacional de grande porte, em projeto de 2019, ou seja, recente, amplo, complexo e abrangendo países como Brasil, Argentina, Uruguai, Estados Unidos, Canadá, Peru e México, beneficiando a Rede Sarah quanto a obter estes serviços de duas empresas altamente treinadas, certificadas e experientes para as três soluções SAP deste processo de compras.

Assim como as concorrentes proponentes em formato de consórcio se uniram a empresas de serviços menores e mais focadas em SuccessFactors, a DXC propôs subcontratar a iXerv. Não há qualquer diferença no fato dos serviços serem providos via Consórcio ou via empresa prime que possui um subcontratado <u>e se responsabiliza integralmente pelos serviços deste</u> subcontratado.

Ao contrário do consórcio, no qual cada integrante limita sua responsabilidade ao seu escopo e matriz de responsabilidades, a DXC ao subcontratar, se responsabiliza integralmente pela iXerv, ou seja, sem qualquer possiblidade de discussão quanto a divisão de atividades entre fornecedores com a Rede Sarah caso haja algum problema, falta de entrega, defeitos ou erros. Portanto, o formato proposto pela DXC é ainda mais seguro para a Rede Sarah, além de não prejudicar em nada a comprovação de toda a qualificação exigida tanto para a DXC quanto para a iXerv.

A DXC possui projetos em vários países com Go Live do SuccessFactors através de mais de 350 profissionais certificados e constantemente treinados.

Alguns dos casos de sucesso da DXC

Projetos de Implementação:

- → Aflac Global Investiments nos Estados Unidos da América.
- → Brighthouse Financial nos Estados Unidos da América.
- → GCP Applied Technologies nos Estados Unidos da América.
- → Kmart and Target na Australia.
- → Oil Search na Australia.
- → Officeworks na Australia.
- → Genesis na Nova Zelândia.

Sustentação de Aplicações - AMS no Brasil:

- → CPFL Energia
- → Citrosuco S.A. Agroindústria

Alguns dos casos de sucesso da iXerv

- → Gerdau Açominas S.A.
- Yazaki
- → Syncreon
- → Insght



- → Sanlam
- → alterDomus

A DXC é inegavelmente reconhecida no mercado brasileiro como implementadora experiente de soluções SAP. Não sem motivo, a SAP indica a DXC para seus clientes, reconhecendo sua qualificação e excelência como prestadora de serviços especializada em seus produtos.

A DXC possui grandes clientes sob contratos de longo prazo envolvendo soluções SAP, nas mais diversas indústrias e complexidades, contratos estes que são renovados e exprimem a confiança destas empresas na capacidade técnica da DXC, muitas vezes, dispensando, inclusive, processos de requisição de proposta no mercado para, entre outros fatores, não arriscarem a estabilidade de seus sistemas e negócios.

Diante de todo o exposto e documentos anexos, se comprova que a iXser (inclusive por sua controladora iXserv Americas, Inc.) possui certificados de reconhecimento de sua expertise e resta cristalino que a DXC possui qualificação técnica, jurídica, fiscal e financeira para implantar os projetos para a Rede Sarah, tanto através dos atestados quanto pelas certificações da DXC e da sua subcontratada iXerv e que a responsabilidade da DXC será muito mais eficaz em relação às três implantações comparada com o consórcio, pedimos que a área técnica da Rede Sarah promova diligência para reanalisar a decisão ora recorrida, conforme a própria decisão já conferiu esta possibilidade.

Solicitamos que nesta diligência, a área técnica compare os projetos implantados pela DXC e iXerv bem como os casos de sucesso e certificações o que levará, sem dúvida, a conclusão de que vale muito a pena ter mais uma proponente neste processo do que rejeitá-la por motivo que em nada impacta a Rede Sarah se vier a contratar a DXC nesta concorrência.

Entendemos ser oportuno juntarmos documentos que demonstram ser a Enterprise Services Brasil Serviços de Tecnologia Ltda. parte do grupo da DXC Technology Services LLC conforme anexo.

Acreditamos na reavaliação da Rede Sarah, pois só tem a ganhar em considerar a proposta da DXC nas próximas análises do processo. Não há qualquer prejuízo em considerar a DXC e a subcontratada iXerv na proposta apresentada considerando serem as soluções SAP deste edital as suas áreas de expertise em nível excepcional e assim reconhecidas pela SAP e por vários clientes.

Permanecemos à disposição para quaisquer outros esclarecimentos e para participação na diligência solicitada.

Atenciosamente.

DXC Technology



Índice

ı	Empres	mpresas que Compoem a DXC no Brasii (CSC e ES)b		
2	Qualific	cações para Serviços de S/4 HANA e SAP Ariba	9	
		ssa fundação para o S/4HANA é impulsionada por nosso povo, cias de clientes, indústrias e sucessos	9	
	2.2 Lid	lerança DXC em projetos de Migração SAP – S/4HANA	10	
		sso modelo de entrega integrado permite acesso à experiência SAP em undo	10	
	2.4 Prá	ática SAP Ariba na DXC	11	
	2.5 Ex	periência de Implementação SAP Ariba	.11	
3	Qualific	cações para Serviços de SuccessFactors	.12	
	3.1 Ate iXerv) 13	estado Técnico Gerdau para Serviços de SAP SuccessFactors (Parceiro		
	3.2 Ca	pacidades DXC SAP SuccessFactors	14	
		emplos de Clientes onde foram implantados Serviços de SuccessFactors		
	3.4 Cei	rtificações e Prêmios SAP da DXC e a iXerv	15	
	3.4.1 Success	DXC: SAP PartnerEdge Platinum Certification (Global), englobando sFactors	15	
	3.4.2 que con	DXC: SAP Brasil Certification – CSC Computer Sciences Brasil S.A. (Empresa npõe a DXC Brasil), englobando SuccessFactors		
	3.4.3 SAP Su	Detalhes sobre a Parceria DXC e SAP, Demonstrando nossas Capacidades em		
	3.4.4	iXerv: SAP Certification: PartnerEdge Gold Partner	23	
	3.4.5	iXerv: SAP Recognized Expertise (Successfactors)	24	
	3.4.6	iXerv> SAP Gold Partner Status	25	
		sos de Sucesso DXC na Entrega de Serviços contendo SAP Factors	26	
	3.5.1	Aflac	27	
	3.5.2	Brightshouse	30	
	3.5.3	GCP Applied Technologies	33	
	3.6 Cas	sos de Sucesso iXerv na Entrega de Serviços de SAP SuccessFactors	37	
	3.6.1	Insight	37	
	3.6.2	Yazaki	38	
	3.6.3	Syncreon		
	3.6.4	Sanlam		
	3.6.5	alterDomus	41	



1 Empresas que Compõem a DXC no Brasil (CSC e ES)



Corporate Office

1775 Tysons Boulevard McLean, VA 22102

www.dxc.technology

August 25, 2020

DXC TECHNOLOGY COMPANY Officer's Certificate

I, Zafar Hasan, the undersigned Vice President, Chief Corporate Counsel and Assistant Secretary of DXC Technology Company the "Corporation" hereby certify that:

- I am a duly elected and acting Officer of the Corporation.
- DXC Technology Company, a Nevada corporation, is duly organized and existing under the laws of the State of Nevada.
- CSC Computer Sciences Brasil S.A., a Brazil joint stock corporation, is duly organized and existing under the laws of Brazil.
- Enterprise Services Brasil Services de tecnologia Ltda., a Brazil limited liability company, is duly organized and existing under the laws of Brazil.
- CSC Computer Sciences Brasil S.A. and Enterprise Services Brasil Serviços de Tecnologia Ltda are affiliates, under the same controller, DXC Technology Company, their ultimate parent company.
- CSC Computer Sciences Brasil S.A. and Enterprise Services Brasil Serviços de Tecnologia Ltda share assets, resources, infrastructure and investments in their operations and business in Brazil as part of a single structure and strategy for the companies in the region.
- The attached is a true and correct excerpt of the organizational chart of DXC Technology Company, as of the date of this Certificate.

IN WITNESS WHEREOF, I have hereunto executed this Certificate as of the 26th day of August, 2020.

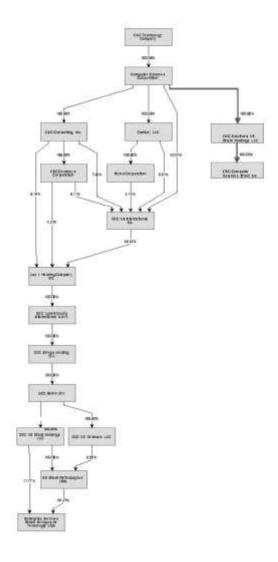
DXC TECHNOLOGY COMPANY

Zafar Hasan, Vice President, Chief Corporate Counsel and Assistant Secretary

DXC.technology



DXC Technology Company Organizational Chart Excerpt August 25, 2020





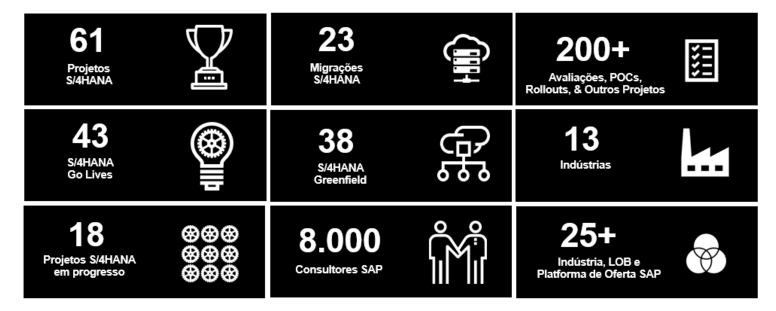




2 Qualificações para Serviços de S/4 HANA e SAP Ariba

Alguns dos principias números DXC para Serviços de S/4 HANA e SAP Ariba:

2.1 Nossa fundação para o S/4HANA é impulsionada por nosso povo, experiências de clientes, indústrias e sucessos



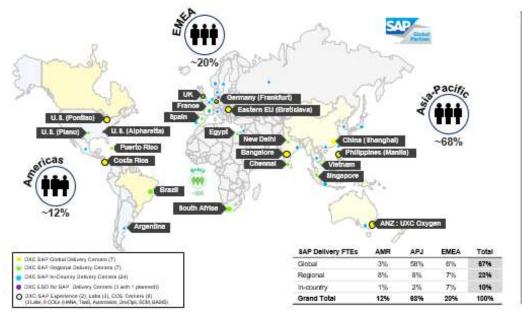


2.2 Liderança DXC em projetos de Migração SAP – S/4HANA



Source: ISG Research 2019

2.3 Nosso modelo de entrega integrado permite acesso à experiência SAP em todo o mundo







2.4 Prática SAP Ariba na DXC

60+

Projetos SAP Ariba No mundo



Projetos globais de Advanced Collaborative Supply



175+

Consultores SAP Ariba



1st

Um dos primeiros golives de SAP Ariba SNAP! no mundo



15+

Anos de relacionamento com a SAP Ariba



60+

Projetos integrando SAP Ariba com SAP HANA, Suite on HANA, BW on HANA



10

Anos de experiência media em SAP Ariba na equipe



11

indústrias diferentes atendidas



15.000 +

Consultores SAP



2.5 Experiência de Implementação SAP Ariba













































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3 Qualificações para Serviços de SuccessFactors

A seguir reforçamos a parceria existente entre a DXC e a iXerv, além dos Atestados Técnicos, Capacitações e Certificações SAP SuccessFactors.



A Rede SARAH

A iXerv Brasil Serviços de Tecnologia Eirelli, CNPJ 36.564.096/0001-68, estabelecida à R CONCEICAO DE MONTE ALEGRE, 107 - Cj 101E CEP 04.563-060 - São Paulo - SP, declara que está participando com a Enterprise Services Brasil Serviços de Tecnologia Ltda., (DXC) CNPJ 02.833.315/0001-45, na entrega da solução solicitada pela Rede SARAH, Edital de Convocação Geral Nº 010/2020, para serviços de profissionais de implementação S/4 HANA, SAP Ariba e SAP SuccessFactors.

A iXerv reforça seu total comprometimento, em conjunto com a DXC, com todos os objetivos solicitados peta Rede SARAH, sendo que seus serviços são voltados para a especialidade SAP SuccessFactors, onde possui experiência em inúmeros projetos desenvolvidos nos últimos anos e sendo também Parceira SAP Gold (soluções SAP SuccessFactors).

Local: São Bernardo do Campo Data: 09 de novembro de 2020

Representante Legal: Marcello Silva Cafarella

Janulla Cabulla

CEO IXery LAC RG: 11.100.774-4 CPF: 069.978.278-37





3.1 Atestado Técnico Gerdau para Serviços de SAP SuccessFactors (Parceiro iXerv)



Gerdau Açominas S.A.

CERTIFICA QUE:

A empresa IXERV BRASIL SERVICOS DE TECNOLOGIA EIRELI com CNPJ 36.564.096/0001-68 manteve relações comerciais com a nossa empresa de Outubro de 2019 a Outubro de 2020, para Consultoria de Implantação Sucessfactors e integração SAP para projetos no Brasil, Estados Unidos, Canada, Argentina, Uruguai, Peru, México.

A iXerv caracterizou-se pelo cumprimento, qualidade e seriedade nos compromissos assumidos.

Este documento foi emitido no dia 13 do mês de outubro de 2020.

Os documentos que embasam essas informações estão em poder do interessado.

Project Tech Lead Digital IT - Services

Gerdau Açominas S.A. Av. Farrapos, 1811 Bairro Floresta PORTO ALEGRE-RS CEP: 90220-005



3.2 Capacidades DXC SAP SuccessFactors



3.3 Exemplos de Clientes onde foram implantados Serviços de SuccessFactors pela iXerv





3.4 Certificações e Prêmios SAP da DXC e a iXerv

Os Prêmios e as Certificações SAP para DXC e iXerv demonstram, de forma clara e sólida, a ligação que existe entre nossas Empresas e a SAP. Ressaltando que a DXC é a Maior Parceira Mundial SAP. A junção de capacidades DXC e iXerv para esta Proposta, gera um ampla condição de entrega de serviços SAP SuccessFactors.

3.4.1 DXC: SAP PartnerEdge Platinum Certification (Global), englobando SuccessFactors

Page 1 of 2

This certificate is current as of: Apr 23, 2019



CERTIFICATE

SAP America, Inc. hereby certifies that

DXC Technology Services LLC

Country: United States City: Tysons

is currently a PartnerEdge Platinum partner, participating in following engagement model/s* and authorized for:

PE Sell Sell Authorization - SAP S/4HANA Cloud

Sell Authorization-Cloud Open Solutions

Sell Authorization-Database and Data Management

Sell Authorization-Mobile Solutions Sell Authorization-SAP Analytics

Sell Authorization-SAP Ariba Solutions

Sell Authorization-SAP Business ByDesign

Sell Authorization-SAP Business One

Sell Authorization-SAP Cloud for Customer

Sell Authorization-SAP Commerce

Sell Authorization-SAP Commerce Cloud

Sell Authorization-SAP HANA

Sell Authorization-SAP Marketing

Sell Authorization-SAP Marketing Cloud



Page 2 of 2

This certificate is current as of: Apr 23, 2019



CERTIFICATE

DXC Technology Services LLC - United States - Tysons

Continuation

Sell Authorization-SAP S/4HANA

Sell Authorization-SAP SuccessFactors HCM

*For more information on engagement models, partner level and partner dimension please go to https://partneredge.sap.com/content/dam/ public/dn/cert/Partner_Certificate_info.pdf

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3.4.2 DXC: SAP Brasil Certification – CSC Computer Sciences Brasil S.A. (Empresa que compõe a DXC Brasil), englobando SuccessFactors

Page 1 of 2

This certificate is current as of: Nov 6, 2020



CERTIFICATE

SAP Brasil Ltda. hereby certifies that

CSC Computer Sciences Brasil S.A.

Country: Brazil

City : Sao Bernardo do Campo

is currently a PartnerEdge Platinum partner, participating in following engagement model/s* and authorized for:

PE Sell Sell Authorization-Cloud Open Solutions

Sell Authorization-Database and Data Management

Sell Authorization-Digital Supply Chain Cloud

Sell Authorization-Mobile Solutions

Sell Authorization-SAP Analytics

Sell Authorization-SAP Ariba Snap

Sell Authorization-SAP Ariba Solutions

Sell Authorization-SAP Business ByDesign

Sell Authorization-SAP Business One

Sell Authorization-SAP Commerce

Sell Authorization-SAP Commerce Cloud

Sell Authorization-SAP HANA

Sell Authorization-SAP Marketing

Sell Authorization-SAP Marketing Cloud



Page 2 of 2

This certificate is current as of: Nov 6, 2020



CERTIFICATE

CSC Computer Sciences Brasil S.A. - Brazil - Sao Bernardo

Continuation

Sell Authorization-SAP S/4HANA

Sell Authorization-SAP S/4HANA Cloud EX

Sell Authorization-SAP Sales Cloud

Sell Authorization-SAP SuccessFactors HCM

*For more information on engagement models, partner level and partner dimension please go to https://partneredge.sap.com/content/dam/ public/dni/cert/Partner_Certificate_info.pdf

This is a system generated certificate and it is subject to the terms and conditions of the signed and currently valid SAP PartnerEdge – Master Partner Agreement entered into by and between SAP Brasil Ltda. and CSC Computer Sciences Brasil S.A.



3.4.3 Detalhes sobre a Parceria DXC e SAP, Demonstrando nossas Capacidades em SAP SuccessFactors

DXC Technology Services LLC



DXC Technology (DXC: NYSE) is the world's leading independent, end-to-end IT services company, serving nearly 6,000 private and public sector clients from a diverse array of industries across 70 countries. The company's technology independence, global talent and extensive partnernetwork help clients harness the power of innovation to thrive on change and guide their digital transformation journeys.

DXC, an SAP Global Partner and Global Value-Added Reseller, meets clients' needs, spanning size, scope and SAP footprints across key markets, including Banking, Manufacturing, Diversified Industry, and Compliance & Sustainability.

To learn more follow us @DXCTechnology and visit www.dxctechnology.com.

View Website (http://dxc.com) | Contact Me



Profile

This information is maintained by SAP.

Engagement Types

Sell SAP Solutions

Implement, Service & Support Solutions

Build, Extend & Develop Solutions

Partner Types

SAP PartnerEdge Build

Global Strategic Service Partners

SAP PartnerEdge Sell

Partner Level

Platinum

https://partnerodge.sap.com/content/partnerfinder/search.html#/partner/details/0000038766

28



7/16/2019 Search Results

Solution Authorizations (partner dimensions)

Sell Authorization-SAP Ariba Solutions

Build Authorization-Cloud

Sell Authorization - SAP S/4HANA Cloud

Sell Authorization-Mobile Solutions

Sell Authorization-SAP Analytics

Sell Authorization-Cloud Open Solutions

Sell Authorization-Database and Data Management

Sell Authorization-SAP S/4HANA

Sell Authorization-SAP Commerce

Sell Authorization-SAP SuccessFactors HCM

Sell Authorization-SAP Marketing Cloud

Sell Authorization-SAP Marketing

Sell Authorization-SAP HANA

Sell Authorization-SAP Commerce Cloud

Sell Authorization-SAP Business One

Sell Authorization-SAP Business ByDesign

Sell Authorization - SAP Sales Cloud

Focus Areas

This information is maintained by the SAP partner.

Company Size Focus

Medium Enterprise (500 to 1,000 Employees)

Large Enterprise (more than 1000 Employees)

Industry Focuses

Chemicals

Travel and transportation

Aerospace and defense

Industrial machinery and components

Insurance

Automotive

Professional services

Consumer products

https://partneredge.sap.com/content/partnerfinder/search.html#/partner/details/0000038766

3/6



7/16/2019

Search Results

This information is maintained by the SAP partner.

Companies are transforming into digital enterprises, and if you are using SAP to run your business, that means you are likely looking at moving to SAP S/4HANA. SAP S/4HANA is a simple, safe and secure solution that delivers innovations into your business in real time and on demand. DXC has partnered with SAP to develop advisory services designed to make your journey straightforward and easy. These services are based on DXC's long experience with SAP systems integration technology leadership for HANA, enablement of the digital enterprise, and deep experience in applications transformation. For more information, including a detailed list of solutions, visit

http://www.dxc.technology/enterprise_and_cloud_apps/offerings/140329/140330-sap_applications

Platform Solutions: SAP & Containers This information is maintained by the SAP partner.

DXC Platform Solutions for SAP and Container Services provide the foundation for a new service-centric model that facilitates cloud-based business solutions. Tailored to a specific industry vertical (e.g., retail) or a specific corporate function (e.g., ERP), our cloud-based business solutions deliver fully integrated, automated and self-governing services. Consumption-based services, Platform Solutions for SAP and Container Services provide business solutions across the full IT stack (from the infrastructure through the application layer). We leverage the latest in automation to provide your organization with faster delivery of platform services and greater flexibility to respond to workload changes. For more information, including a detailed list of solutions, visit http://www.dxc.technology/cloud/offerings/140037/140194-

platform_solutions_for_sap_and_container_services

Headquarters

This information is maintained by the SAP partner.

Country: United States

Region: Virginia City: Tysons

Street: 1775 Tysons Boulevard

Postal code: 22102

Phone: Fax:

Other Locations

This information is maintained by the SAP partner.

Country: United States

Region: Virginia City: tysons

Street: 1775 Tysons Blvd Postal code: 22102 Phone: +1 (703) 876-1000

https://partneredge.sap.com/content/partnerfinder/search.html#/partner/details/0000038766



Novembro de 2020 Capacidades em Serviços SAP

6/2019	Search Results	
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Privacy (http://www.san.com/about/legal/or	: (- 10) :	

https://partneredge.sap.com/content/partnerfinder/search.html#/partner/details/0000038766



3.4.4 iXerv: SAP Certification: PartnerEdge Gold Partner

As Certificações SAP a seguir são do Parceiro DXC, iXerv.

Page 1 of 1

This certificate is current as of: Jul 15, 2020



CERTIFICATE

SAP America, Inc. hereby certifies that

iXerv Americas, Inc

Country: United States

City : Miami

is currently a PartnerEdge Gold partner, participating in following engagement model/s* and authorized

for:

PE Service Service Authorization-SAP SuccessFactors HCM

*For more information on engagement models, pertner level and partner dimension please go to https://partneredge.sap.com/content/dam/public/dm/cert/Partner_Certificate_info.pdf

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3.4.5 iXerv: SAP Recognized Expertise (Successfactors)



Based on their specific expertise and successful completion of all requirements for the SAP Recognized Expertise designation in the SAP® PartnerEdge™ program, we hereby grant

iXerv Americas, Inc

SAP® Recognized Expertise

in the area/industry

SAP SuccessFactors® Talent Solutions

Within United States

SAP Recognized Expertise and privileges are valid from 11/02/2020 until 11/02/2021

SAP SE Walldorf, 11/02/2020

Your SAP PartnerEdge Team







3.4.6 iXerv> SAP Gold Partner Status



www.iXerv.com

FOR IMMEDIATE RELEASE

iXery Achieves SAP Gold Partner Status

iXerv Americas has attained SAP gold partnership status in the SAP PartnerEdge program

MIAMI, Florida — April 21, 2020 — iXerv Americas, a provider of business process and strategic solutions for SAP® SuccessFactors®, announced today that it has achieved SAP gold partner status. This recognition is based on iXerv's demonstrated skills and achievements with SAP SuccessFactors in the Americas.

"As recognized by our recent SAP Recognized Expertise award and achievement of SAP gold partner status, iXerv employees are proven specialists in the delivery of successful SAP SuccessFactors HR transformations," said Luke Marson, President of Americas at iXerv, "As iXerv continues to grow, we are excited about the future. It is paramount that we continue to show our value by providing customers cutting-edge delivery."

Founded by human capital management (HCM) industry leaders, iXerv has quickly established an exceptional reputation for its commitment to SAP SuccessFactors Employee Central, and SAP SuccessFactors Employee Central Payroll solutions, as well as SAP SuccessFactors Talent Management package. As an SAP gold partner, iXerv is more committed than ever to providing high quality transformation services that enables the growth of our customers.

As an SAP gold partner in SAP PartnerEdge, iXerv has access to a much broader range of software tools and solutions for its clients. SAP PartnerEdge offers tools and resources that provide a strong foundation of support and collaboration that fosters unparalleled value and mutual business success for customers, partners and SAP.

About iXery

iXerv, an SAP gold partner, is dedicated to SAP SuccessFactors Employee Central as a foundation for business, iXerv believes that a strong core Human Resource Management System (HRIS) is a critical part of every successful cloud human experience management (HXM) landscape which is why it focuses is on SAP SuccessFactors Employee Central. The IXerv team of HXM experts work hard to ensure proper implementation, integration, optimization and support of SAP SuccessFactors Employee Central in order to build a solid cloud HXM foundation for companies, iXerv has offices in Europe, UK, USA, Latin America and Caribbean, the Middle East and Africa.

To learn more about iXerv's expertise in SAP SuccessFactors solutions, discuss customer references or schedule a discussion about your organization's cloud HXM plans, please contact info@ixerv.com

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3.5 Casos de Sucesso DXC na Entrega de Serviços contendo SAP SuccessFactors

Serviços de:

- SAP SuccessFactors Goal Management (GM)
- SAP SuccessFactors Performance Management (PM)
- SAP SuccessFactors Continuous Performance Management (CPM)
- SAP SuccessFactors Calibration (CA)
- SAP SuccessFactors Career Development Planning (CDP)
- SAP SuccessFactors 360 Degree Multi-Rater
- SAP SuccessFactors Succession and Development
- SAP SuccessFactors People Profile
- SAP SuccessFactors Employee Central (EC)
- SAP SuccessFactors (HCM)



3.5.1 Aflac









ANOTHER SUCCESSFUL PARTNER GO LIVE! Aflac Global Investments is live with Performance & Goals led by DXC Technology.



Aflac is a U.S.-based insurance company and is the largest provider of supplemental insurance in the United States. The company is headquartered in Columbus, GA and provides insurance services to customers in the U.S. and Japan. The company states it "provides financial protection to more than 50 million people worldwide". Aflac employs more than 10,000 employees globally.

This project covered the Aflac Global Investments entity that manages the general account investment portfolios of Aflac Japan and Aflac U.S. located in New York. The main objectives of the project were to enhance the talent solutions deployed and to implement additional talent management solutions to support the talent management processes at Aflac Global Investments:

Project at a Glance



- SAP SuccessFactors Goal Management (GM)
- SAP SuccessFactors Performance Management (PM)
- SAP SuccessFactors Continuous Performance Management (CPM)
- SAP SuccessFactors Calibration (CA)
- SAP SuccessFactors Career Development Planning (CDP)
- SAP SuccessFactors 360 Degree Multi-Rater
- SAP SuccessFactors Succession and Development
- SAP SuccessFactors People Profile
- SAP HCM Integrations
- Dashboard reporting and ad-hoc reports
- Standard Mobile App Deployment

Consulting Highlights

With DXC's support, Aflac Global Investments (GI) was able to rapidly shift to the SAP SuccessFactors cloud in weeks' time to enable new system capabilities, streamline HCM and Talent Management business processes, and improve the flow of HR information to facilitate daily work. DXC leveraged its proven implementation approach including

- 'Two-in-the-box model' increasing collaboration between Affac and DXC teams
- Continual knowledge transfer enabling Aflac GI to quickly take ownership of the implemented solution
- · Executive sponsorship and visibility throughout the entire project life cycle
- Onshore / offshore blend of resources to extend available hours each day and optimize cost

Customer Impact

Prior to commencement of this project, DXC facilitated an HR assessment with key stakeholders from Aflac's business to quickly determine the current state of each essential HR and Talent Management processes, as well as gaps in information flow and integration between processes. The main goal of the assessment was to understand the current state, to prioritize areas of focus for improvement, and to develop an overall "Move to Cloud" roadmap. The HR assessment included the identification of pain points and opportunities for key HR functions.

The objective of the Aflac GI implementation was to achieve the following:

- Provide a health check for the implemented functionality
- Enhance and improve the existing solution (PM, GM, SAP Integration)
- Implement additional (new) functionality (CPM, CA, CDP, Succession, Position Management, Reporting, Mobile)

Next Phase

Additional opportunities identified during the implementation project:



· Core HR and Talent Management implementation for Aflac U.S. organization

Key Contributors

Partner Team:

- Satyanarayana Vasireddy
- Savan Kumar Kallem
- Linda Hood
- Torsten Behrens

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3.5.2 Brightshouse









ANOTHER SUCCESSFUL PARTNER GO LIVE! Brighthouse Financial is live with Employee Central Time Off I Timesheet led by DXC Technology.



Brighthouse Financial is a North Carolina-based insurance company. Brighthouse Financial (NASDAQ: BHF) is a major provider of annuities and life insurance in the U.S. with over 2.7 million annuity contracts and insurance policies in-force as of June 30, 2017. Brighthouse completed a separation from MetLife in 2017. BHF employs approximately 1,260 associates domestically.

This project included Brighthouse Financial's non-exempt employee population in the U.S. The main objectives of the project were to enhance and implement new Time functionality for Brighthouse Financial's Employee Central solution. Brighthouse required a time evaluation process to accurately determine the time category - regular time, overtime, double time - for the employee. The existing solution required the employee to determine which time category applied to overtime which resulted in time reporting errors impacting payroll. While Brighthouse does not currently have employees in all U.S.



states, the system was configured to ensure there were no time evaluation limitations in the future.

Project at a Glance

- Implementation of SAP SuccessFactors Employee Central (EC) Timesheet for salaried non-exempt employees in 50 states, but mainly in NC, FL, NJ, NY, MA, TN, and CA
- Configured solution to support all 50 US States to allow for future employee growth
- Led client through solution definition to design the optimal solution and provide guidance to BHF on applicable state work and pay rules
- Automate the calculation of overtime and double-time including the following characteristics:
 - Determine whether 1.5x or 2x time is owed based on employee input of absences (exceptions) and attendances (hours worked)
 - Overtime calculations must account for exception time such as PTO time, unqualifying time off, unpaid time off, and other exceptions
- New Notifications
- Modifications to existing reports and creation of new reports
- ADP integration modifications

Consulting Highlights

With DXC's support, Brighthouse Financial was able to rapidly automate the SAP SuccessFactors Timesheet in weeks enabling new system capabilities and improving the flow of information to facilitate daily work. Key benefits included:

- Enhance the time capture process to allow for automation of work and pay rules for non-exempt overtime calculation
- · Compliance with federal, state and local regulations
- · Impact on existing ADP integration, reporting and other systems
- Desire to incorporate industry leading practices
- · Enhanced access to information for employees and audits

Continual knowledge transfer between the DXC and BHF teams enabled Brighthouse to quickly take ownership of the implemented solution after project go-live. DXC leveraged a blend of resources - onshore / offshore - to allow BHF to extend available hours to optimize cost and delivery.

Customer Impact

· Adopted leading practices and enhanced functionality for reporting and integration



- Enhanced reporting to include both Time-off and Time-worked by pay-period in a single report
- · Enhanced notifications for faster Time Entry and Approval
- Automated categorization and calculation of overtime resulting in increased accuracy in time-keeping
- · Increased efficiency through additional notifications
- · Improved on-time time entry with better approval/governance from managers
- Established a foundation for future expansion of the workforce and ability to leverage additional SuccessFactors functionality

Key Contributors

Partner Team:

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3.5.3 GCP Applied Technologies









ANOTHER SUCCESSFUL PARTNER GO LIVE! GCP Applied Technologies is live with Employee Central and Compensation Management led by DXC Technology.



GCP Applied Technologies is a Cambridge, Massachusetts-based company. It sells chemicals and materials used in construction as well as sealants and coatings used in packaging. GCP Applied Technologies was established as a subsidiary of W.R. Grace and divested in early 2016. GCP employs approximately 2,600 employees in over 45 countries globally.

Building the foundation for continued global HCM Transformation, GCP expected to achieve the following goals with the implementation of SuccessFactors HCM:

- Establish a global baseline to continue the transformation of GCP's future HR platform
- Adopt leading practices and enhanced functionality through quarterly releases



- Enhanced analytics to enable informed decisions
- Increase staff productivity through streamlined processes and systems

This project included GCP's global employee population. The main goals of the project were to implement SuccessFactors Employee Central and Compensation Management to address the following business challenges:

- The client needed to address several limitations of their legacy HCM system to better meet the needs of the organization
- The customer expressed the desire to transform the global Human Resources platform to support:
 - Streamlined HR operations
 - New global processes for increased efficiency and productivity
 - Elimination of redundant processes, technology and systems
 - Accurate, consistent and timely global data governed and managed for global reporting

Project at a Glance

- Implementation of SAP SuccessFactors Employee Central (EC) and Compensation Management globally, specifically:
 - Employee Central
 - Core HR processes
 - Position Management
 - Absence Management
 - Global Assignments
 - Employee / Manager Self-Service
 - Compensation Management
 - Salary Planning
 - · Merit, Stock & Basic Bonus Planning
 - Budgets
 - Compensation Statement
 - Mobile functionality for Employee Central and Compensation
 - Standard Reports
 - Integrations (CPI and Integration Center)
 - Data Migration
- GCP Applied Technologies employees in 45 global locations
- Support up to 10 languages including translations
- Multi-currency support
- PMO
- Knowledge Transfer



Post Go-live Support

Consulting Highlights

With DXC's support, GCP was able to rapidly implement the SAP SuccessFactors functionality in seven months enabling new system capabilities and improving the flow of information to facilitate daily work.

GCP decided to implement SuccessFactors following several key principles:

- Key stakeholders must understand and commit to the global design and long-term strategy to be successful
- Commitment from the top to facilitate and arbitrate critical decisions regarding the global template
- Establish an HR transformation governance structure from day one
- Design and configuration decisions leveraging leading DXC and SAP practices to support business requirements
- Design with a global process template in mind while ensuring local legal and regulatory requirements were addressed
- Offer Employee and Manager Self Service options, including mobile functionality
- Support local compliance requirements, such as General Data Protection Regulation (GDPR), for 45 countries

Continual knowledge transfer between the DXC and GCP teams enabled the client to quickly take ownership of the implemented solution after project go-live. DXC leveraged a blend of resources - onshore / offshore - to allow GCP to extend available hours to optimize cost and delivery.

Customer Impact

Key outcomes included:

- Successful global Employee Central and Compensation Management system rollout providing a foundation to more effectively and efficiently deliver HR services to support global business strategies
- Enhanced user experience for Employee and Manager Self Service activities
- Data migration included global employee population with limited history records
- Integration to 20 downstream systems and vendors leveraging Integration Center and SAP CPI technology
- · Reduced operating costs by eliminating redundant systems and technology

Next Phase

Additional opportunities identified during the implementation project:

Long-term AMS support of SuccessFactors and other SAP applications



 Implementation of additional SAP solutions, e.g. SuccessFactors Performance & Goal Management, and SAP S/4 HANA

Key Contributors

Partner Team:

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- Srinivas Koppoal
- Naveen Crasta
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3.6 Casos de Sucesso iXerv na Entrega de Serviços de SAP SuccessFactors

3.6.1 Insight





Case Study: Insight

Employee Central implementation for several countries and global integration

- Employee Central implementation to replace the human resources solution;
- Integration of SAP HCM to replicate employee data and organizational data.
- Time-off implementation located for all EMEA countries, including specific average rules
- Integration with SF (Performance & Goal, Recruiting, Onboarding) talent tool.



Headquarters

United Kingdom

Countries

11 including UK,

Germany, Russia,

Belgium, France and Italy

Industry

Hardware, software and

(T services

employees

4.500

Website

www.uk.insight.com

Go-Live in August 2017

- Employee Central
- SAP HCM Integration
- Position Management
- · Time Off location for EMEA countries
- Integration with SuccessFactors Onboarding & Recruiting



3.6.2 Yazaki





Case Study: Yazaki North America

Employee Central Payroll implementation for some countries

- Yazaki is the largest Employee Central Payroll client in the Americas, and the second largest in the world
- 58,500 employees currently processed in Employee Central Payroll
- Yazaki manages 125,000 applicants in Recruiting Management per year in Mexico alone
- iXerv helped Yazaki become the first customer to convert to PTP integration



Headquarters

USA

Countries

Mexico

US

Nicaragua

El Salvador

Industry

Automotive

Employees

65.000

Website

www.yazaki-na.com

Go-Live January 2017

- Employee Central
- Employee Central Payroll (with Point-to-Point Integration)
- · Time Off
- Benefitfocus
- · WorkForce Software



3.6.3 Syncreon





Case Study: Syncreon America

Employee Central & Employee Central Payroll implementation for several countries, in former Workday client

- In April 2017, SAP signed with Syncreon America
- Syncreon America was an active Workday client, but wanted a global solution that would manage Payroll in North America, and integrate well with other Payroll systems;
- iXerv helped SAP with this offer, and was selected by Syncreon as their implementation partner;
- iXerv has demonstrated its Employee Central, Employee Central Payroll and Multi-Country Payroll Outsourcing experience to the customer



Go-Live January 2018

- Employee Central
- Employee Central Payroll
- Recruiting Management
- Onboarding
- Learning
- Compensation
- · Performance & Goals



3.6.4 **Sanlam**





Case Study: Sanlam

Successful implementation in several countries of the Employee Central RCM, ONB and integrations.

- Sanlam has implemented Successfactors to provide the experience of the next generation of employees, to better interact with employees, and to standardize key human resources practices at Sanlam Group;
- The project included integration with various applications, SAP HCM, to replicate employee data, organizational data and position data;
- Integration with HR Renewal (self-service portal);
- Integration with IAM (identity and access management).



Headquarters

South Africa

Countries

South Africa & Namibia

Industria

Financial Services

Employees

14,000

Website

www.sanlam.co.za

Go-Live February 2018

- Employee Central
- Position Management
- Job Profile Builder
- Integration with SAP HCM
- Integration with SuccessFactors Onboarding & Recruiting
- Integration with HR Renewal



3.6.5 alterDomus





Case Study: Alter Domus

Employee Central, Learning & Time Off Implementation for several countries

- The project had great visibility and also included integration to several applications, including data warehousing, SAP ERP Financials, Active Directory, and several internal applications;
- Alter Domus chose SAP SuccessFactors to replace an existing application of Microtis Gesper HRIS and LMS that was coming to an end, and had limited multinational reach;
- The Time Off implementation in 8 countries will complement an existing time sheet application between SAP ERP HCM applications that is needed to support your cross billing and customer billing.



Headquarters

Luxembourg

Countries

18 countries including China, USA, UK, Singapore, Australia

Industry

Corporate Funds and Services

Employees

12,000

Website

www.alterdomus.com

Go-Live November 2017

- Employee Central
- · Position Management
- Learning
- · Time Off
- Integration with SAP Financials

