

Brazilian pharmaceutical manufacturer expands workflow automation to its SAP ECC6 system without upgrades or disruption.



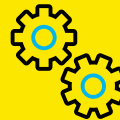
“ We have assembled a strong internal team, which now has the capacity to rethink processes, suppliers and architecture in a strategic way. What began as a next-generation vision and a pilot has become a model for the entire company.

— Renan Santos, CIO, Apsen Farmacêutica

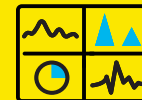


COMPANY OVERVIEW:

Apsen is a 100% national pharmaceutical company, which researches, develops and [provides] excellent medicines. Apsen operates based on three important pillars: investment in research and development (R&D), investment in the management and development of its human capital, and investment in technology.



**70% OF PREVIOUSLY
MANUAL PROCESSES
NOW AUTOMATED**



**50% REDUCTION
IN DEVELOPMENT
TIMEFRAMES**

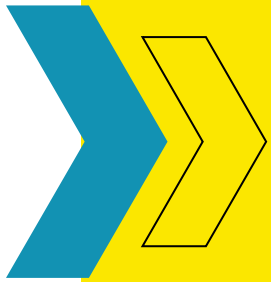


VERTICAL/COUNTRY:
HEALTHCARE,
MANUFACTURING
BRAZIL



SOFTWARE:
SAP ECC6,
SERVICENOW





Apsen Farmacêutica's Prescription for ERP Innovation: No Migration Required

Headquartered in Brazil, Apsen Farmacêutica has been developing innovative health solutions since 1969. In the tightly regulated, fast-moving world of pharmaceutical manufacturing, Renan Santos, CIO of Apsen Farmacêutica, knew that he needed more than a traditional ERP strategy to stay competitive. A primary challenge was the complexity of modernizing and automating its enterprise operations without disrupting the mission-critical systems at the heart of its manufacturing and distribution network.

The Vision: Intelligent Automation at Enterprise Scale

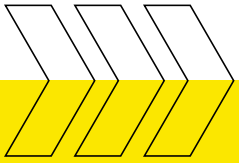
Apsen's long-term goal was to enable autonomy across the company to respond faster to market changes, reduce information silos and improve operational efficiency. "The core of the strategy, designed three years ago, was to bring in a team with the capacity to transform IT, adopting the concept of 'Make, Buy or Blend' and connecting all the company's systems in an orchestrated manner," Santos explained. "With SAP's announcement that they will no longer support SAP ECC 6 after 2027, we had a choice to make – take on the cost, disruption and risk of migrating to S/4HANA or reimagine our existing system to become an innovation platform. That's when we partnered with Rimini Street to implement ServiceNow's ERP modernization solution."

A cornerstone of this strategy included accelerating innovation by embracing a composable approach that layers software solutions in a modular and customized way to enhance flexibility and integration. For Apsen, that meant integrating ServiceNow® workflow automation features with its stable, highly customized SAP ECC6 to deliver autonomous capabilities. Having already seen success with ServiceNow workflow automation capabilities in other parts of the business, Santos saw an opportunity to expand that model to its SAP software. Santos brought this vision to Rimini Street's professional services team for their deep expertise in both SAP and ServiceNow platforms, defining a Rimini Consult™ engagement to help him select and build out a pilot project for automating SAP processes.

Transforming a Critical Business Process in Weeks

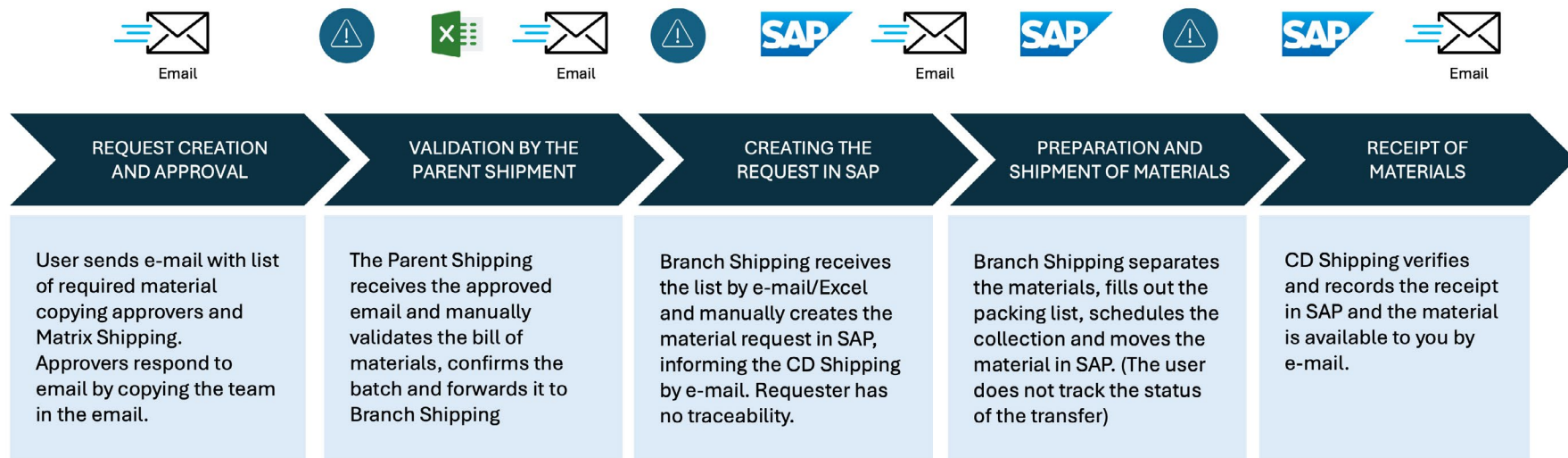
Responsible for handling an average of 100 requests and moving more than 55,000 units of finished goods per month, Apsen's materials transfer process was slow, manual and unreliable, relying on emails, spreadsheets and disconnected steps.

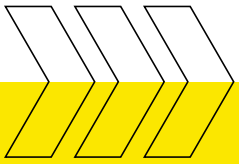
Working alongside the Rimini Street team, Apsen implemented a solution that layered the ServiceNow low-code/no-code and AI features over its ECC environment. In weeks, the company automated the full materials transfer process, once a labor-intensive, manual workflow into an integrated, intelligent system that reduced human error, delivered real-time traceability from request through delivery and boosted operational efficiency – all without altering its core SAP system. What once took extensive manual coordination is now handled within a unified, digital workflow.



Previous Scenario

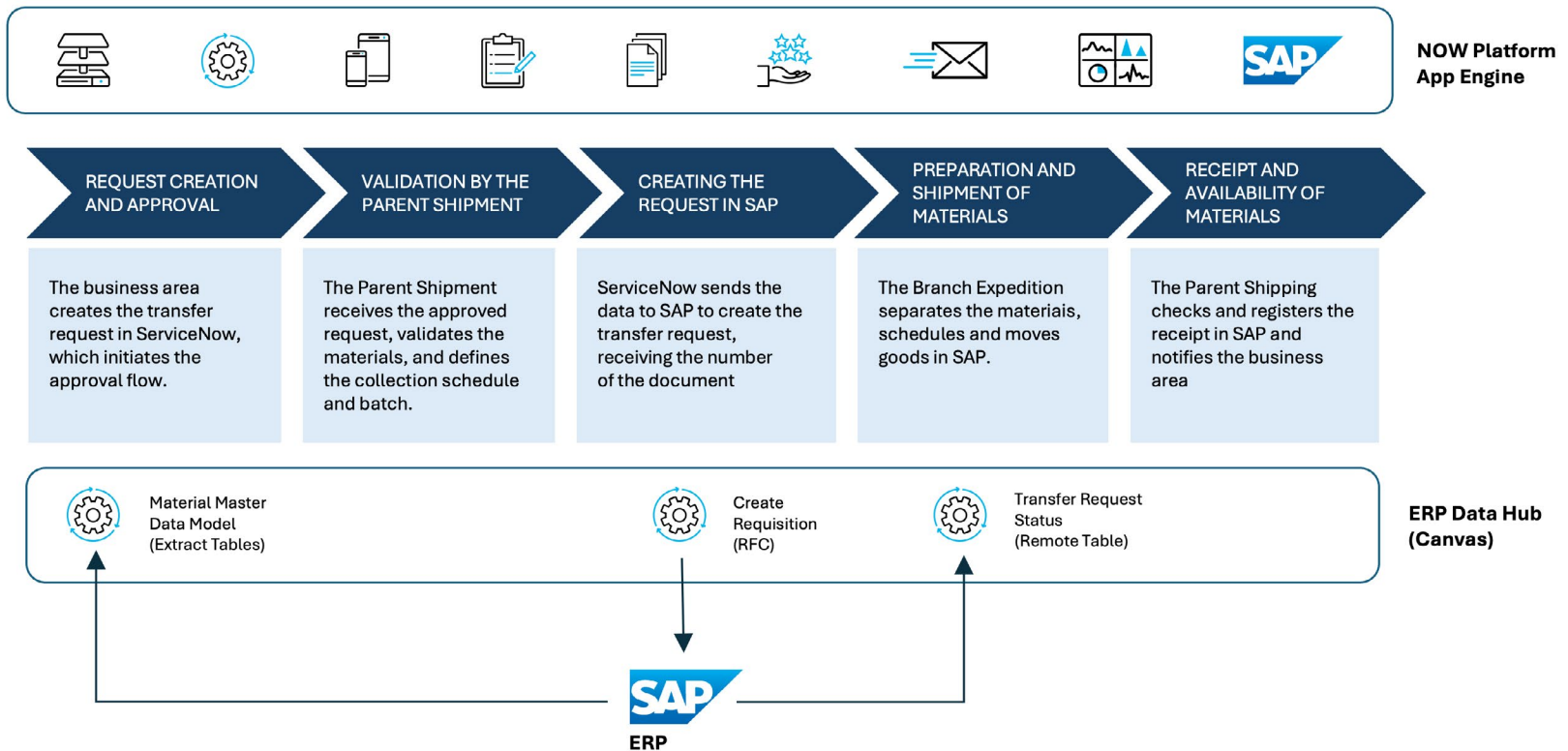
Request for Transfer of Finished Material Between Plants

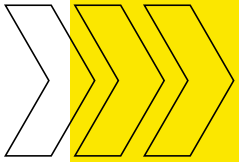




Proposed Solution

Request for Transfer of Finished Material Between Plants





“We were looking for an agile solution that would deliver value quickly and avoid the costs, complexity and risks inherent in any large software migration project, and Rimini Street’s innovative solution with ServiceNow was the fastest and surest path to achieving our transformation vision.” The entire end-to-end solution was up and running in half the time of Apsen’s standard development timeframes.

The Rimini Smart Path™ Advantage

The [Rimini Smart Path](#) is a guided methodology that helps organizations self-fund and accelerate transformation while increasing returns on existing software and protecting future software investments. For organizations like Apsen, it allows IT teams to break free from vendor support models, reduce support costs, avoid unneeded upgrades and achieve Transformation without Disruption™. Using this methodology helped align goals with tactics to deliver meaningful and immediate benefits to Apsen.

Had Apsen taken the path to S/4HANA, it could have created a long, expensive and risky migration project, likely stretching timelines for any meaningful automation. Their ability to integrate low-code/no-code innovations would have been limited, and much-needed IT resources potentially diverted away from transformation.

On the Rimini Smart Path, Apsen achieved faster results, preserved its stable ECC 6 system and laid the groundwork for future innovation. The company also reduced its total ERP support costs significantly and secured a minimum of 15 years of support availability for its existing SAP software and releases, eliminating end-of-support deadline pressure. This freed up budget and IT resources to invest in broader innovation efforts.



Apsen Expands Its Innovation Journey

Unified visibility across operations through modern interfaces, connected data, embedded AI and real-time analytics are now driving smarter decisions, while intelligent automation is reducing manual workloads and improving productivity at scale. “We have assembled a strong internal team, which now has the capacity to rethink processes, suppliers and architecture in a strategic way. What began as a next-generation vision and a pilot has become a model for the entire company,” said Santos.

The use of low code/no code tools provides more autonomy across the organization for non-developers to create solutions around business needs without the involvement of valuable developer resources. With the successful pilot of the materials transfer process, Apsen can reduce development cycles for future workflow automation projects.

On the heels of this success, Apsen plans to extend automation across more SAP-anchored workflows and further enhance its materials transfer process by embedding AI agents. Additionally, Apsen is exploring new ServiceNow capabilities, including virtual agents and ERP customization mining tools, to unlock even deeper operational insights.

Apsen proves that modernization doesn’t require migration. With Rimini Street and ServiceNow, Santos and his team are not only avoiding unnecessary ERP upgrades – they are also transforming their existing SAP platform into a true innovation engine and redefining what modernization looks like in pharma manufacturing.

Watch Rimini Street’s Product Marketing Director, Managed Services and SaaS, Andrew Harsch, and EVP & Chief Product Officer and Chief Marketing Officer, David Rowe, discuss how organizations can use ServiceNow and Rimini Street to bring ERP into the AI era.

[View now.](#)

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