

IBM Develops Service Center for Brazil's Perdigão

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Brazilian food company Perdigão is today inaugurating the Perdigão Shared Services Center (CSP) in Itajaí, state of Santa Catarina.

The Center, which represents an investment of about US\$ 8.4 million (20 million reais), will centralize important administrative services previously dispersed in various regions of the country.

Some corporate areas such as Finance, Controller's Office, Human Resources, Information Technology, Supply and Sales Support are already operating at the new Center.

The Perdigão Services Center was developed in conjunction with IBM and adopts advanced services sharing techniques necessary to meet the challenge of increased competition in a globalized economy.

"The CSP represents an important step forward in management practices at Perdigão, consolidating a culture of service, process standardization and proliferation of best practices.

"Among other gains, the changes will result in greater productivity, rationalization of operations, improved response time in processing, economies of scale and reduction in operating costs," declares the Company's CEO, Nildemar Secches.

Some results will be intangible, nevertheless, they will be no less important: speedier decision making, improvement in control systems, more consistent information and, above all, "quality for both our internal and external customers," says Perdigão.

One of the CSP's innovations for suppliers is the Supplier Portal, designed to introduce greater efficiency in managing orders.

Operating as a service provider, the center employs approximately 280 in Itajaí and a further 160 in the various support teams, the advanced CSPs. Each one of the five regional divisions and the Company's 16 sales branches has a structure for providing a local service capability.

Perdigão S.A. is one of the largest food companies of Latin America and one of the largest meat processors in the world, exporting to over 100 countries.

Perdigão - www.perdigao.com.br/ri/eng