

# SIMPLIFY COMPLEXITY & BRING ACCURACY IN MANAGING PEOPLE



NTT DATA Business Solutions has a professional team, always gives direction and listens to what we want to provide the best solution. In addition, they also always supervise and routinely conduct monthly meetings until now almost 2 years.

Sandra Makadada, Senior Manager Human Capital Management, Agincourt Resources



## Challenges

- The roster system that applies in the mining world
- Having more than 3,000 employees, it is difficult to manage employee administration data



## Solutions

- SAP SuccessFactors - Employee Central modules
- SAP SuccessFactors - Performance & Goal Management modules



## Benefits

- One standard platform across the entire organization, providing a single source for accurate information and opportunities to simplify infrastructure
- A huge gain in productivity and simplify the flow
- Simplify the administration process and employee performance



## Why NTT DATA Business Solutions?

- Reliable data integrity
- Professional team that can meet Agincourt's expectations
- Agincourt found the solution to their needs from NTT DATA Business Solutions



**Industry:** Mining  
**Products:** Gold and silver bullion  
**Employees:** 3,000+  
**Website:** [www.agincourtresources.com](http://www.agincourtresources.com)

**884** Employees migrated to SAP SuccessFactors

**3** Months to Go-Live



### Produce 10 Million Gold Every Year

Agincourt Resources is an Indonesian-based mining company engaged in the exploration, mining and processing of gold and silver bullion minerals. Its sole operating site is the Martabe Gold Mine in Sumatra. The operating capacity of the Martabe Gold Mine exceeds 6 million tons of ore per year to produce more than 300,000-ounce of gold and 2-3 million ounces of silver per year. They have worked with NTT DATA Business Solutions as their trusted partner for SuccessFactors SAP solutions since 2020.

### The Biggest Challenge is Making Company Feel Like Home

The challenges faced by PT Agincourt in managing employees numbering more than 3000, with various characters and a roster work system that is very common in the mining world, certainly requires a system that can help hr and management to be able to simplify the flow of management.

“We need to make people feel comfortable working for us, for me it is important to make sure everyone feels that this is their home too. Of course, there are a lot of administrative functions that must be carried out by the HR department, HR must support them by not giving them the additional burden of too many administrative functions”. - Rahmat Lubis, General Manager Operations.

The project ran for 12 weeks, which was felt by the Agincourt team to be very effective and relatively short in implementation. In addition, the implementation of NTT DATA Business Solutions helped simplify the

administration process and employee performance in their company. Employee data management itself includes HR administration, time and attendance management, performance management until goal management. The results was 884 employees migrated to SAP SuccessFactors.

### Better Management After SAP SuccessFactors Implementation

“It is very clear the benefits we get from when we were still manual until we finally have a system. A lot of time is spent on data input, and there is still the possibility of human error, with the system it is very fast, including escalation to request approval. The most important thing is that our benefit claims do not go through the manual anymore, it is directly in the system, so it is a tremendous benefit, advantage and relieves us, and helps us to get accurate results, accurate numbers, talk about reports on time because it is assisted by the system.” - Sandra Makadada, Senior Manager Human Capital Management.

The successful collaboration between NTT DATA Business Solutions and Agincourt Resources is inseparable from these factors including management support, good teamwork and collaboration, intensive client involvement, and shared goals, priorities and commitment.

NTT DATA Business Solutions is honored to continue to work with The Agincourt Resources Company as we continue to work towards new successes.

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