



 Mexico

 1,000 - 5,000 employees

 Real estate development

Javer, who is part of Grupo VINTE, is a leading real estate developer with over 50 years of experience building residential communities across Mexico.

It offers housing solutions tailored to market needs, with over 300,000 homes sold, designed with comfort and family living in mind.

45% faster MTTR, thanks to automated workflows and mobile access.

50% SLA compliance increase, via proactive alerts and escalation rules.

90% increased survey participation and near-perfect satisfaction scores.

Case Study

How Javer Optimized Help Desk Operations And Cut MTTR by 45%

After years using a limited tool, Javer modernized its IT Service Management with InvGate Service Management, and saw excellent results. Resolution times dropped, while SLA compliance significantly improved. With smarter workflows in place, it now expects to **reduce ticket volume by 20% in 2025**.

Challenge

Javer's former ITSM tool was slowing them down. Updates could render the platform inactive for up to two days and access required a VPN and local servers. Processes were manual, satisfaction surveys barely received responses, and some tickets remained open for over a year.

Solution

With InvGate, Javer improved the internal user experience with a more intuitive and flexible tool that could adapt to various usage channels and automate key workflows to increase its operational capacity. The company also integrated its main service metrics into Power BI for real-time tracking and executive reporting.

✔ Security and user adoption

InvGate eliminated the need for VPNs or on-premise servers, giving agents the freedom to connect remotely from anywhere without compromising connection security.

✔ AI that lightens the load

The utilization of AI-powered features significantly reduced the operational workload. Ticket Summarization and the improvement of responses and internal comments were the key elements that helped lower ticket volume and streamline support.

✔ Automation that saves time

InvGate's automation enabled Grupo Javer to create custom workflows, such as acknowledgment receipts to certify equipment assignments, reducing manual work and minimizing human error.

✔ Smart and secure integrations

The integrations with Microsoft Teams and Azure Active Directory allowed users to create and manage tickets from familiar channels while maintaining strong security through single sign-on and multi-factor authentication.

"InvGate isn't just a tool. It's part of how we work today — flexible, agile, and constantly improving."

Héctor Saldaña
IT Infrastructure and Innovation

"InvGate enhanced operational efficiency with remote Ticket Management, strengthened asset control, and enabled real-time software visibility."

Omar Lombardo
Service Desk and Infrastructure Projects Leader

What's next?

Javer is now turning its focus to new goals: integrating WhatsApp as a direct support channel, expanding its use of AI to proactively predict and prevent SLA breaches, and leveraging smart agent recommendations

along with a dynamic knowledge base to reduce ticket volume and improve service efficiency. Additionally, it will implement InvGate Service Management across more departments.