



invigate

&

auto
MERCADO



Case Study

Retail

How Auto Mercado managed to centralize its service operations and deliver support to more than 50 locations



5,000 avg. tickets per month



15 help desks
40+ agents



5,000 tracked assets

En partnership con



About Auto Mercado

Auto Mercado is a leading supermarket chain in Costa Rica with a history of more than 100 years. It has more than 3,400 employees and more than 40 stores strategically distributed throughout the country.

The challenge of digital transformation

The team at **Auto Mercado**, a leading Costa Rican supermarket chain, decided to undertake a bold digital transformation process in a quest to gain greater operational flexibility and efficiency.

In this process, which involved migrating all its operations to the cloud, **InvGate Service Management** played a key role as a fundamental tool for centralizing all the company's support desks.

In 2021, as part of its digital transformation process, Auto Mercado took another significant step by migrating its InvGate Service Management implementation from an on-premise to a cloud-based infrastructure.

Migrate to the cloud

Since 2012, Auto Mercado has been using InvGate tools with the strategic support of its partner, **True Solutions Consulting**. Their first step was implementing InvGate Service Management on-premise for various departments, including IT, Maintenance, and Customer Service.

By applying ITIL best practices, this initial phase focused on enhancing the efficiency of their support teams and establishing processes aligned with international standards.

This transition was more than just technical; it represented a shift in perspective. Service Management evolved from a help desk tool to a **global platform that spanned all areas of the company**.

This new approach allowed Auto Mercado to expand and consolidate best practices for all its processes by implementing **Service Management in more than 15 desks with 40 agents to support its more than 3,400 employees**.

The role of Asset Management

As part of its operational upgrade, Auto Mercado implemented InvGate Asset Management to handle their IT infrastructure. The integration of both systems enabled the team to significantly enhance their way of working thanks to:

✓ Achieving a comprehensive view of their assets' lifecycle

With detailed tracking of each asset and its history of incidents and maintenance, InvGate Asset Management allowed quick assessments of equipment conditions — whether it requires a full replacement, a component swap, or a simple repair. This capability has significantly improved the equipment return on investment (ROI).

✓ Enhanced operational efficiency

The native integration with Service Management enabled the automation of tasks like asset allocation, Inventory Management, and the automatic creation of support tickets when issues are detected. This streamlining of processes has optimized day-to-day operations.

✓ Improved team coordination

The integration fostered effective collaboration between IT and technical support teams, significantly reducing response times. By providing information such as real-time location of assets, it streamlined the work of technical teams servicing all 50 locations, making their tasks more efficient and coordinated.

With the cloud implementation of InvGate Asset Management, Auto Mercado gained a global and detailed view of its infrastructure, tracking over 5,000 devices.

This comprehensive visibility into the exact location, status, and configuration of each device in every store enhanced decision-making and improved responsiveness — crucial for efficiently managing a distributed retail chain.

Discover a new way of managing your IT operations

Work smarter, not harder with InvGate solutions.



Among the key functionalities for Auto Mercado operations, we can highlight:



Software Deployment

This feature enabled the efficient management of software distribution and maintenance across all devices at Auto Mercado's locations, providing a centralized and remote solution for seamless updates and oversight.



Documentation

This feature enabled Auto Mercado teams to associate relevant information and documentation with each device, improving asset traceability and tracking their movement between locations.



Discovery

Automatic network scanning simplified operational management by providing a detailed and consolidated view of the infrastructure.



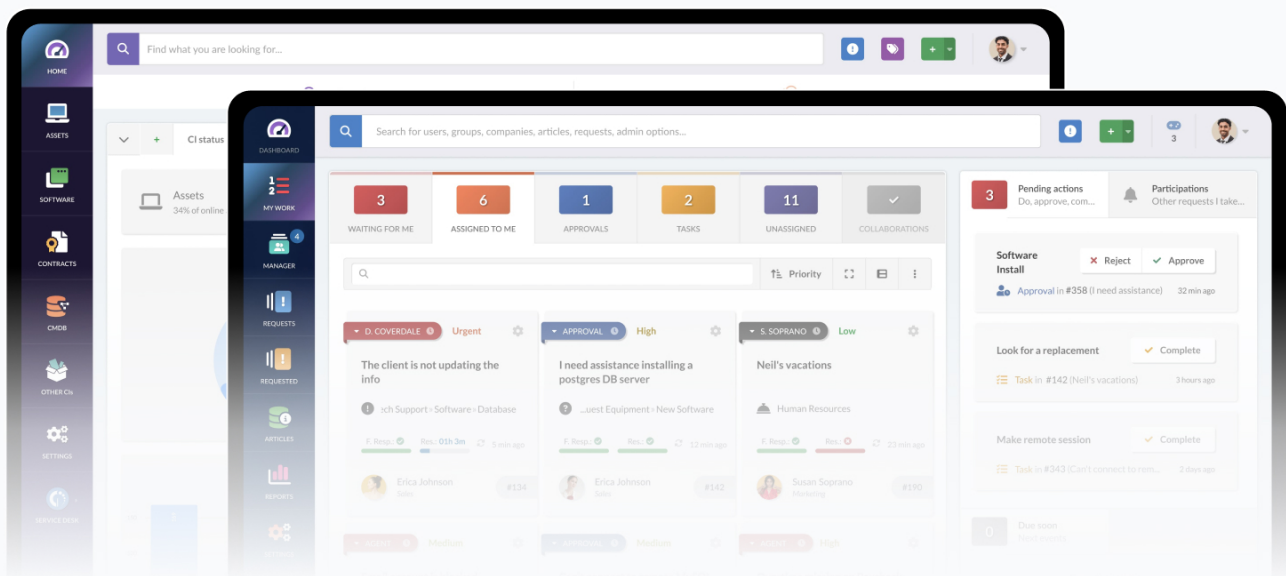
Software version control

InvGate Asset Management allowed Auto Mercado to quickly identify devices running outdated operating systems. This visibility was crucial for developing and executing an effective upgrade plan.



Health status

Monitoring the health status of assets enabled Auto Mercado to proactively identify and address at-risk equipment, reinforcing its preventive maintenance efforts.



Global leaders trust InvGate



 TOYOTA

Peoples Bank

Keys to success

✦ **Flexibility and scalability in the cloud:**

Migrating operations to the cloud provided Auto Mercado with the ability to dynamically adapt to operational changes, ensuring agile scalability to meet evolving business needs.

✦ **Service Management as a central pillar:**

By implementing Service Management across all internal service areas, Auto Mercado gained a comprehensive and centralized view of its processes. This unified platform allowed for efficient management and coordination of operations, enhancing visibility and enabling more informed decision-making.

✦ **Asset Management as a 360° visibility tool:**

Implementing InvGate Asset Management gave Auto Mercado a centralized and detailed view of its

infrastructure, from the precise location of devices in each store to their status and configuration, ensuring comprehensive oversight.

✦ **Operational optimization with integrated tools:**

The integration of Service Management and Asset Management enabled seamless coordination between Auto Mercado teams, leading to faster and more efficient problem resolution.

✦ **Strategic partner support:**

True Solutions Consulting's technical and functional expertise was essential for a successful implementation aligned with Auto Mercado's long-term vision. Their team provided strategic guidance that maximized the tools' value and ensured continuous improvement and evolution.



"InvGate played a pivotal role in our digital transformation. The integration of its Service and Asset Management tools not only streamlined our operations but also gave us unparalleled control. The visibility provided by InvGate Asset Management and the centralization of Service Management were key factors in helping us reach our objectives."



Froylán Rodríguez Cambronero
Auto Mercado Technology Manager