InvGate Asset Management

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Case Study · Oil& Gas

How Camuzzi, a leading natural gas distribution center, saved over 1000 hours annually in Asset Management with InvGate

| 1,700 employees | 3,000 IT assets | 16 locations |

About Camuzzi

Camuzzi is **Argentina's largest natural gas distributor** in terms of infrastructure scale and geographic coverage. With a complex system of transport pipelines and distribution **networks extending over 56,000 linear kilometers**, Camuzzi serves more than 2,000,000 households across 45% of the national territory.

The challenge

For over 30 years, Camuzzi has been Argentina's largest natural gas distributor. As the company evolved towards a **hybrid work model**, It faced growing challenges in managing its IT infrastructure. The company had an internally developed tool that presented **significant limitations** in supporting the growth and sophistication of IT support required for over 1,700 employees across its 16 business units. The key challenges included:

⊙ Manual Asset Management:

Working with a tool lacking an installed agent, the IT team was unable to access real-time data on the infrastructure, forcing them to resort to manual processes that were error-prone and lacked data fidelity for tracking and managing their IT assets.

⊙ Limited reporting capabilities

Without an automated solution, Camuzzi struggled to generate accurate reports on the status and location of its IT assets.

⊙ Lack of internal visibility across locations

In a company with extensive geographic dispersion, each local team was tasked with diligently and manually updating the status of their assets. This imperfect process, along with the resulting fragmented information, made it nearly impossible to maintain a clear understanding of the infrastructure without a single source of truth.

These limitations hindered Camuzzi's ability to plan and execute technological updates effectively to meet business demands. The need for a new tool was clear, and at the beginning of 2023, they began working with **ThinkHub** to implement **InvGate Asset Management** for asset management.

The migration was completed in two months, with InvGate Asset Management configured to meet Camuzzi's needs by setting up 3,000+ assets, defining access permissions, and customizing reporting capabilities.

The solution

InvGate Asset Management provided a series of advanced features that were key to addressing the issues Camuzzi was facing.

Real-time reporting agent

InvGate Asset Management has an agent installed on the devices that reports information 24/7. This allowed Camuzzi to obtain real-time data on the status of the software, hardware, users, and overall health of the infrastructure, eliminating the need for constant manual monitoring.

Task automation

InvGate Asset Management's automation capabilities helped the Camuzzi team reduce the time and effort required to manage its infrastructure, improving operational efficiency.
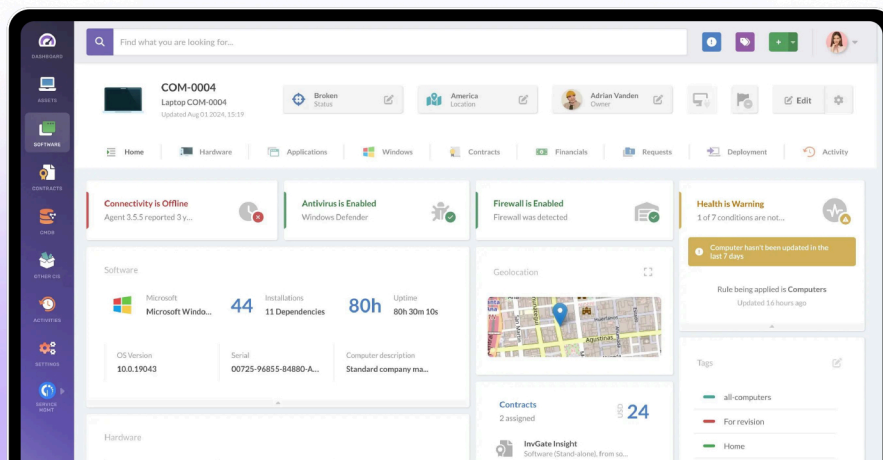
Real-time Discovery

By enabling the scanning of network segments to analyze connected assets in real-time, Camuzzi achieved a complete overview of all devices within its network leading to improved resource management and enhanced security.
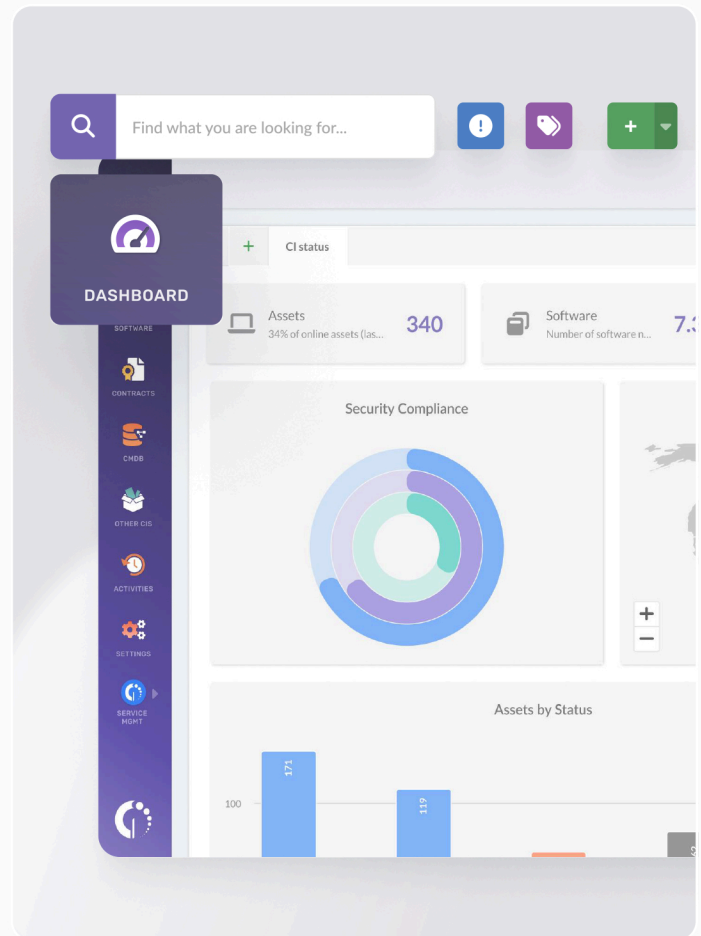
Thanks to this combination of capabilities, Camuzzi was able to streamline processes and scale the implementation of best practices.

For instance, InvGate Asset Management's ability to quickly identify devices with outdated operating systems provided essential visibility, enabling the development and execution of an update plan. This proactive approach ensured compliance with both security and regulatory standards, enhancing the overall integrity of the IT environment.

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Keys to success

Complete and centralized visibility:
InvGate Asset Management provided an accurate and up-to-date view of the IT infrastructure by eliminating the previous fragmentation of information.

Access to metrics:
InvGate Asset Management introduced precise and reliable data, facilitating report generation and informed decision-making.

Automations:
By reducing manual workload and minimizing the possibility of human errors, the implemented automations achieved considerable time savings for the IT team.

Outstanding support:
ThinkHub constantly followed up after implementation, offering technical support and advice to optimize the tool's use and solve any issues that might arise.

"InvGate Asset Management provided us with all the tools we needed to automate key asset management processes and improve our ability to respond to potential business risks. Today, we save over a thousand hours of work per year, which our IT team dedicates to implementing technological update projects."

Mariano Pereira
IT Services Coordinator at Camuzzi