







-  Argentina
-  3,200 employees
-  1,000 stores
-  Supermarkets and retail

Dia Argentina is a convenience supermarket chain with a presence in seven provinces and more than 1,000 stores. With 3,200 employees and 4 million ClubDia customers, it is one of Argentina's largest retailers, operating since 1997.

**28.000+**

inventoried assets with 100% visibility.

**1 day**

to complete employee onboarding (vs. 11 days).

**160 hours**

recovered per audit.



## Case study

# How Dia Argentina Centralized Service Management Across 1,000 Stores And Eliminated Weeks of Manual Work With InvGate

## Challenge

At the organizational level, Dia Argentina faced fragmented operations spread across emails, WhatsApp, and phone calls, making traceability between departments difficult. Critical processes took up to three months, and audits required up to 20 days of manual work. Additionally, the lack of reliable inventory prevented the company from answering basic questions about equipment stock quantities, location, and condition.

## Solution

Dia Argentina began using InvGate Service Management more than a decade ago. However, the real turning point came when the company decided to build a complete inventory from scratch in InvGate Asset Management and transform InvGate Service Management into the operating system for the entire company, not just IT.

- ✔ **Single channel and cross-departmental adoption**  
90% of departments (including IT, Maintenance, Legal, Finance, Franchise Administration, and Human Resources) adopted InvGate as their operating system, centralizing requests and replacing the scattered communication channels with an organized process featuring automatic routing.
- ✔ **Automated employee onboarding**  
Human Resources implemented a workflow to automate validations, asset allocation, and access to internal tools via API, reducing employee onboarding from 11 days to just one.
- ✔ **Automated franchise contract process**  
Thanks to workflow configuration with tasks, approvals, and digital signatures, Dia Argentina reduced the process from 90 to 15 days.
- ✔ **End-to-end mobile asset traceability**  
Using the InvGate Asset Management app, Dia Argentina's field technicians were able to record asset movements when making replacements in stores from their mobile devices, updating inventory instantly and allowing minimum stock definition based on actual supplier consumption, eliminating shortages.
- ✔ **Unified inventory and instant audits**  
Through agents, integration with VMware, SNMP, and manual uploads, operational statuses were standardized, and purchase orders, depreciation, and financial traceability were integrated. This allowed the company to move from manual audits requiring 20 days of work to immediate reports and data-driven budget planning.



**"90% of departments now have their workflows integrated in InvGate, a significant milestone in terms of cultural adoption. Email dispersion was eliminated; today, any request (from a purchase or employee onboarding to an administrative process) is managed centrally with complete traceability."**

Sebastián Laporte  
IT Services Manager at Dia Argentina.

## Conclusion

Dia Argentina demonstrated that it is possible to build visibility and operational agility from scratch. In less than two years, it transformed operations across 1,000 stores and achieved massive organizational adoption. Not only did IT streamline its operations, but it also provided the business intelligence the company needed.

Global leaders trust InvGate



**Discover a new way of managing your IT operations**

Work smarter, not harder with InvGate solutions.

