



 Mexico

 2,500 employees

 Retail and real estate

Grupo Gigante is a Mexican conglomerate with operations in retail and real estate through business units including Casaideas, Gsquare, SET, and GGI. All of them share a single IT division that provides support to employees, stores, and critical infrastructure across Retail, Logistics, and Facilities operations in multiple locations.

250%

above the adoption target in the first year.

74%

reduction in in-person requests
(-20% in phone calls).

0

process audit observations (vs. 11).



Case study

How Grupo Gigante Implemented InvGate in 3 Months And Eliminated IT Audit Observations

Challenge

In 2022, Grupo Gigante's service desk operated without traceability. An audit had identified 11 observations across technology processes: tickets open for years, change, incident, and inventory processes with no formal structure, and satisfaction surveys with response rates below 5%.

Ticket adoption was nearly nonexistent; users had stopped trusting the formal IT channel and were routing their requests by phone or email.

Solution

In 2023, Grupo Gigante chose InvGate for its ease of use, cloud architecture, and speed of deployment. The implementation took just three months, including configuration, testing, and an internal launch event with participation from the InvGate team. The focus was on automating critical processes, restoring operational visibility, and rebuilding user trust.

✔ **Unifying support channels**

InvGate Service Management became the single support system for Casaideas, Gsquare, SET, and GGI. The self-service portal handled 60% of all requests to the IT division in 2025, reducing phone requests by 20% and in-person requests by 74%.

Redesigning the service catalog with user-centered language reduced miscategorized tickets by 30%. SLA compliance reached 92%, and the department's satisfaction rating reached 4.75 out of 5.

✔ **Consolidating the Change Management workflow in SAP**

InvGate Service Management made it possible to consolidate the flow of production changes in SAP, which went from being scattered and lacking proper documentation in 30% of cases to being unified in a single ticket with full traceability. What previously required hours of searching through emails became an immediate lookup.

✔ **Asset visibility and preventive maintenance**

InvGate Asset Management provided a centralized record of all assets and automatically linked them to employees from onboarding. This enabled a preventive maintenance program that reduced reported failures by 36% and allowed components to be purchased in advance, eliminating emergency purchases at inflated prices.

✔ **Automating employee onboarding and offboarding**

Onboarding went from a manual process (where employees waited days to get access) to a workflow automatically coordinated across departments: Microsoft licenses, VPN, equipment, and phone extension. The impact was twofold: process efficiency improved given the volume of new hires each month (averaging 30 per month), and onboarding quality improved, ensuring every employee had everything they needed to start on their first day.



"The speed and ease of implementation are something very valuable about InvGate. Everyone told me: 'You'll have to pay this much, plus this many consulting hours, and you'll have it implemented in a year.' But we had little time and needed things to move fast. The InvGate team told me the implementation would be very quick — and they were right: we sent the purchase order in December and by March 23 the tools were already live."

Sandy Arroyo
Customer Service Manager at Grupo Gigante.

Next steps

Grupo Gigante's journey continues with new initiatives aimed at making support simpler, faster, and smarter.

One of them is strengthening the knowledge base using InvGate AI Hub's functionality to analyze closed ticket history and automatically generate knowledge snippets. Building on that foundation, the team will move forward with deploying the Virtual Service Agent to assist users in the self-service portal, answer frequently asked questions, and guide the resolution of recurring incidents without needing to open a ticket.

Global leaders trust InvGate



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

Work smarter, not harder with InvGate solutions.

