



Zonamerica S.A. enhances efficiency and customer service with integrated Infor solution

Prior to implementing Infor® EAM and Infor CRM, Zonamerica S.A. had disparate systems for asset management and customer relationship and were looking for a way to increase efficiency updating and integrating those solutions. With an end goal for the whole company to use the same platform for customer relationship, the organization determined that through a deep, end-to-end reengineering process, the combination of Infor EAM and Infor CRM would best adapt to the desired outcome.



HEADQUARTERS
Uruguay

INDUSTRY
Facilities

INFOR PRODUCT
Infor EAM, Infor CRM

WEB SITE
zonamerica.com

“We have a good relationship with Infor, and the integration of Infor EAM with Infor CRM enabled us to fulfill our expectations. The solutions have been smoothly implemented, and terms and costs were in accordance with what was agreed.”

Gabriel Szlaifsztein
IT Manager
Zonamerica S.A.

Identifying business challenges

A main challenge for the organization was to help its people adapt to the change in the processes introduced by the new solution. Zonamerica S.A. used Infor consulting services to implement, adapt, and integrate the solution, enabling total control of all project stage and fulfillment in accordance with terms and corresponding budget. As a result of the implementation and integration, all sectors of the company now have a unified vision of and access to customer data, which is further reflected in organizational efficiency indicators.

“It’s fundamental for facility organizations such as Zonamerica S.A. to have integrated solutions like Infor EAM especially oriented for Facility Management and Infor CRM, in order to have a comprehensive view of customers and provide a unique customer experience. Before, during, and after each interaction with Zonamerica S.A., Infor EAM enables efficient management of all assets at the technology facility.”

Ruben Belluomo
Manager, Infor Southern Cone

Optimizing processes

Main benefits gained by Zonamerica S.A. through using Infor include:

- Cultural change in the organization through the integration of processes: sales, customer incidents, and maintenance
- Decision making at different levels (operative, tactical, and strategic) now supported by data
- Improved support for integral evaluation of contracts and customer service
- Increased communication and follow-up of activities
- Support for maintenance process management and the improvement cycle (plan, execute, evaluate, implement)

Zonamerica S.A. is engaged in a continuous improvement process. In regular meetings with Infor, evaluation of new processes that may be integrated to the solutions allows advanced modules and new functionalities to be implemented. Some of the current processes that are being evaluated are project and budget management, integration of geographical reference tools, and incorporation of safety and environmental management.

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