

Casos de éxito

Digital Transformation serving the industry

About Cencosud

Cencosud S.A. is a company present in five countries in Latin America (Chile, Argentina, Brazil, Peru, and Colombia), the United States, China (with a commercial office), and Uruguay, where it has a technological, digital, and innovation hub. Its operations span across different business lines, including: Supermarkets, Home Improvement, Department Stores, Shopping Centers, and Financial Services - maintaining a Joint Venture in all countries except Argentina. As of today, the group has grown to have 48,408 employees according to the investor website.



Implementation of the Budget System (SIP - OPEX):

Context

The systems management faced the challenge of improving operational budget planning in several countries and replacing shared Excel spreadsheets that were causing issues and data loss.

Description

The Budget System (SIP - OPEX) was developed and implemented for operational budget planning in the systems management across multiple countries. In addition, forecasting exercises were enabled to estimate future expenses and it was integrated with SAP to facilitate tracking of actual expenses.

Results

- The system was successfully implemented in production since July 2021.
- Budget exercises for the periods 2022 and 2023 were successfully carried out.
- 4 forecasting exercises were conducted for the period 2021 and 7 for the period 2022.
- Users can now visualize their budget accruals for better control and decision-making.
- Workflows were defined for budgeting and forecasting exercises setup and tracking.
- Data loading to SAP for budget purposes was streamlined and security measures for users were implemented.
- Reports were generated for effective monitoring and agile decision-making.

Advancement Management System (SIGA):

Context

The IT Management area of Cencosud faced the challenge of improving the management of OKR, KPI dashboards and departmental goals that were being handled through complex Excel spreadsheets, making data updates and maintenance difficult.

Description

The Advancement Management System (SIGA) was developed and implemented, a dynamic solution that allows creating various management dashboards, working with graph logic to calculate progress automatically from lower-level advances to upper levels.

Results

- Dashboard updates were reduced from 1 hour to 5 minutes monthly.
- Information was centralized while management was decentralized.
- The system proved to be scalable, allowing the addition of new dashboards as needed.
- OKR, KPI, and IT management dashboards were successfully implemented.
- The system was developed using modern technologies and deployed on a Kubernetes cluster for increased efficiency and availability.

Capacity Control:

Context

The central administration of Cencosud in Colombia had to address the challenges of the pandemic and health regulations, needing to implement a solution to control capacity in its offices.

Description

The Capacity Control system was developed and implemented, allowing the establishment and monitoring of the limit of people in each floor or sector. Additionally, a reception module was implemented to register data of people entering and a PDT device was used to scan identity cards.

Results

- Effective capacity control was achieved, preventing exceeding the established limit.
- 11 possible COVID cases were detected by restricting access for people with high temperatures.
- 600 access rejections due to capacity excess were successfully managed.
- The system was implemented using modern technologies and deployed on a Kubernetes cluster.

Single Application Registry (RUA):

Context

Cencosud's IT Security team was responsible for maintaining the RUA application, which registered all applications developed by internal and third-party teams.

Description

Support and maintenance of the RUA application were taken over, and a massive update of records was carried out, improving information quality before unification with the DAO system.

Results

- Access to necessary information for decision-making in the convergence project was facilitated.
- A massive update of records was done, enhancing information quality.
- Effective support was provided to keep the application running smoothly.

Flows in Power Automate for notification sending:

Context

The HR department in Chile needed to send communications about changes in employees' compensation, including those without corporate email accounts.

Description

A Power Automate flow integrated with the HR mailbox was implemented to send notifications through personalized emails, using information from an Excel file in SharePoint.

Results

- A total of 53,578 notifications were successfully sent in three batches.
- Communication about changes in employee compensation was facilitated, including those without corporate accounts.

These success cases demonstrate how the implementation of suitable IT solutions can address operational challenges and enhance efficiency in various areas of the company, providing benefits and positive results for the organization.