



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):



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.



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.
- Users can now visualize their budget accruals for better control and decision-making.
- Workflows were defined for budgeting and forecasting exercises setup and tracking.
- Obata 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):



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.



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:



৽কু° Context

solution to control capacity in its offices.

The Capacity Control system was developed and implemented, allowing the establishment and monitoring of the limit of people in each floor or

Description

was implemented to register data of people entering and a PDT device was used to scan identity cards.

sector. Additionally, a reception module

11 possible COVID cases were detected by restricting access for people with high temperatures. 600 access rejections due to capacity excess were successfully managed.

Results

The system was implemented using modern technologies and deployed on a Kubernetes cluster.

❷ Effective capacity control was achieved, preventing exceeding the established limit.

- Single Application Registry (RUA):

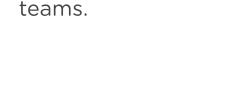
Context

application, which registered all applications

Cencosud's IT Security team was

responsible for maintaining the RUA

developed by internal and third-party



unification with the DAO system.

Description

Support and maintenance of the RUA

update of records was carried out,

improving information quality before

application were taken over, and a massive

Results

Access to necessary information for decision-making in the convergence project was facilitated.

Flows in Power Automate for notification sending:

A massive update of records was done, enhancing information quality.

❷ Effective support was provided to keep the application running smoothly.

Context

communications about changes in

without corporate email accounts.

The HR department in Chile needed to send

employees' compensation, including those



SharePoint.

Description

HR mailbox was implemented to send

using information from an Excel file in

A Power Automate flow integrated with the

notifications through personalized emails,

accounts.

- Results

These success cases demonstrate how the implementation of suitable IT solutions can

address operational challenges and enhance efficiency in various areas of the company,



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