CUSTOMER SUCCESS STORY

comidor

Comidor was selected for:
a. up to **12x faster app delivery** and
b. **immediate cost savings**.

50%
Legacy Systems Licensing **Cost Reduction**

Non-Technical
New processes deployed by business users

12 months
All HR & PM Processes designed

More than **1.200** users creating **100** processes/month

KPIs and Analytics
Decision making support

Industrial Automation Solution Provider

An automation, quality and IT enterprise delivering tangible business value to customers world-wide. The company provides products, services, and solutions for all three levels of the automation pyramid - control, execution and information.
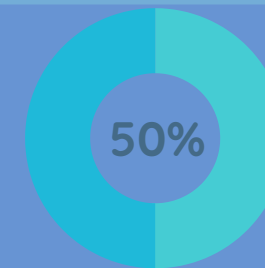
Industry
Industrial Automation

Location
25+ countries worldwide

Product
Comidor

Comidor Ltd., the solution provider of Comidor, enables businesses to achieve continuous growth and improvement through evidence-based, agile, digital transformation and automation.
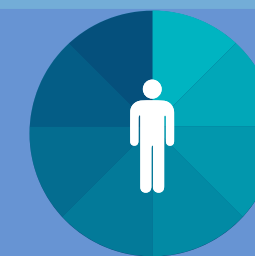
comidor

Comidor Company vision

"to shape the future of work, where people and robots are evolving to work together towards sustainable development goals."

Paul Baggot
Head of UK Programmes

Working collaboratively with Comidor has been a very easy and rewarding experience. We find them very **responsive** to our requests and they offer a **slick process for delivery** from requirement to working system.

Given the agile nature of the project, this responsiveness is **invaluable**. The resultant system is flexible in all our regions which operate in varied industry sectors yet allows **one way of working** across the organisation as a whole.
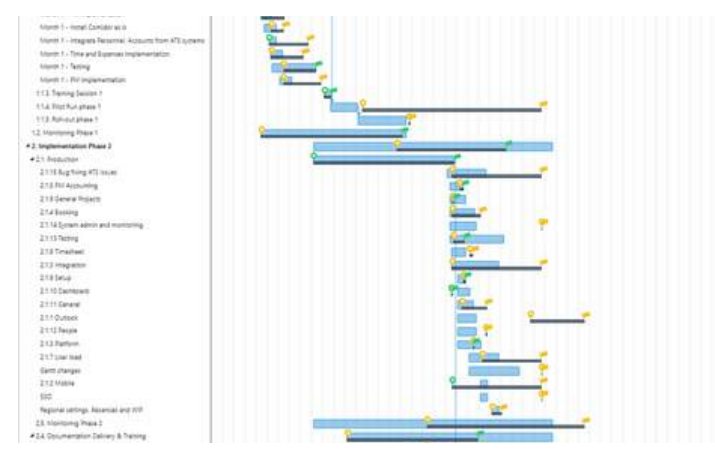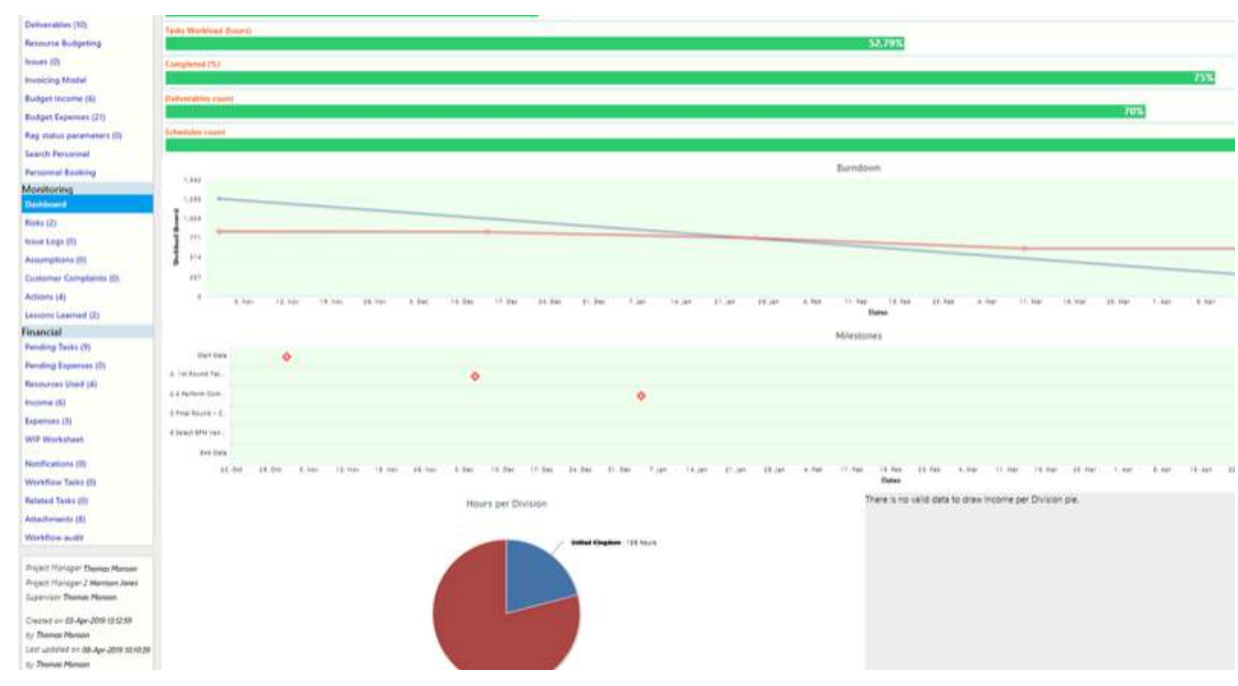
It has delivered workflow and process benefits across people management, absence management and project management which provide efficiencies **across the global operation**. We are looking forward to a continuing working relationship with a highly valued supplier.

Business Challenge

Client had operations in over 10 different countries all over the world and was expanding fast the last couple of years.

- It was significant that in just one year its personnel increased by 40%, causing many problems in the whole recruitment, selection, hiring and on boarding processes.

- On the other hand, client faced inconsistencies in the way sales and projects were managed in different departments of different countries.

Objectives

- Standardize and design basic HR and project management processes.

- Replace existing widespread excel sheets, used to manage entities among departments.

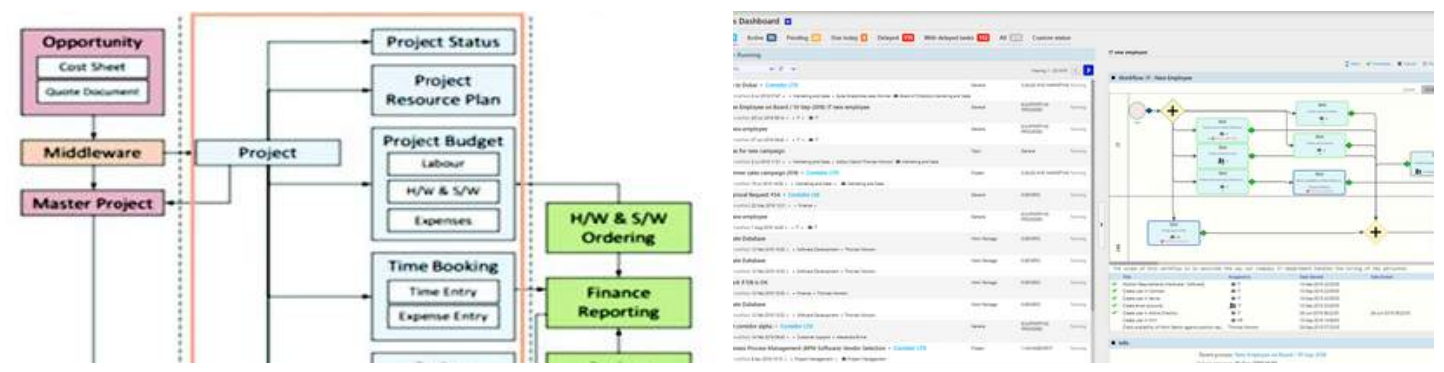- Offer a single point of communication and process management.

- Integrate with CRM, ERP systems and shorten time to market.

- Provide KPIs and advanced analytics to upper management about employees' productivity and effectiveness-profitability of projects.

- Use intelligence and machine learning on gathered data to facilitate decision making on task or project assignment and recruitment.

Comidor Solution

To **integrate** with the client's ERP and CRM systems different approaches were used: **REST and SOAP web services**, direct connection to other databases (**SQLServer, MySQL**), **importing data from CSV files**.

The results were:
- a **unified system** through which all processes can be managed, from project initiation with invoicing plan setup and resource budgeting till,
- actual project **monitoring** with risk management, project and people dashboards giving
- **real-time information** that focus on people skills, efficiency and effectiveness.

People and Project Management platform

- **Central point to control information** in a role-based access, has been one of the pillars of client's corporate strategic objectives. Personnel data, absence management, booking requests, time management are incorporated in a unified point of reference.

- **2 or 3-step level approval** of time and expenses tracked in Projects, people and project dashboards with KPIs and reporting are some of the key features of the final deliverable.

- Implementation of process features for **compliance with multiple countries' legislation and working environment** was easy using Comidor's agile development low-code platform.
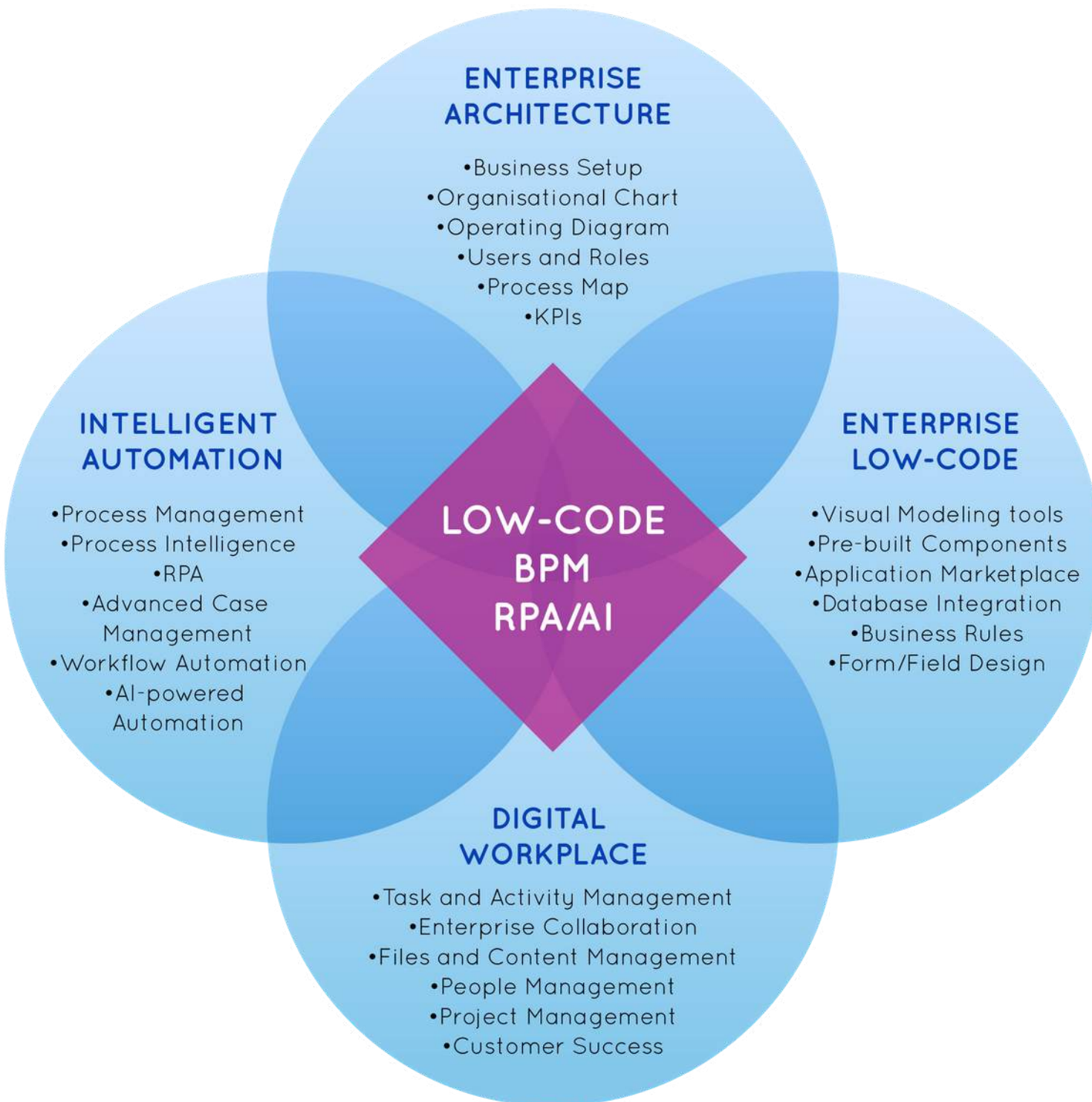
Achievements

✓ All HR and Project management processes were designed inside Comidor during the first 12 months

✓ Non-technical employees were able to continue testing and deploying new processes

✓ Comidor was seamlessly integrated with the CRM system, reducing licensing costs up to 50%

✓ Two-way ERP integration was completed successfully, further reducing licensing costs

✓ More than 1.000 people were using the software after the first year, creating around 100 processes per month (50% PM and 50% HR) and reducing project cycle times

✓ Using mobile devices, engineers were able to automate process initiation from their working environment

✓ Comidor's advanced skill management system was used to offer intelligent assignment suggestions in a variety of project types and tasks

COMIDOR PLATFORM

DIGITAL AUTOMATION PLATFORM

Harness the power of Low-Code BPM and AI

comidor

ENTERPRISE ARCHITECTURE

- Business Setup
- Organisational Chart
- Operating Diagram
- Users and Roles
- Process Map
- KPIs

INTELLIGENT AUTOMATION

- Process Management
- Process Intelligence
- RPA
- Advanced Case Management
- Workflow Automation
- AI-powered Automation

LOW-CODE BPM RPA/AI

ENTERPRISE LOW-CODE

- Visual Modeling tools
- Pre-built Components
- Application Marketplace
- Database Integration
- Business Rules
- Form/Field Design

DIGITAL WORKPLACE

- Task and Activity Management
- Enterprise Collaboration
- Files and Content Management
- People Management
- Project Management
- Customer Success

Interested in what we do?

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