

# CUSTOMER SUCCESS STORY



Industry

Industrial Automation

Location

25+ countries worldwide

Product

Comidor



ATS Global automation, quality, and IT enterprise delivers tangible business value to customers worldwide. The company provides products, services, and solutions for all three levels of the automation pyramid - control, execution and information.

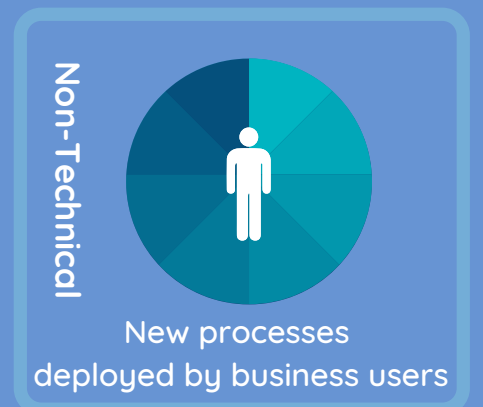
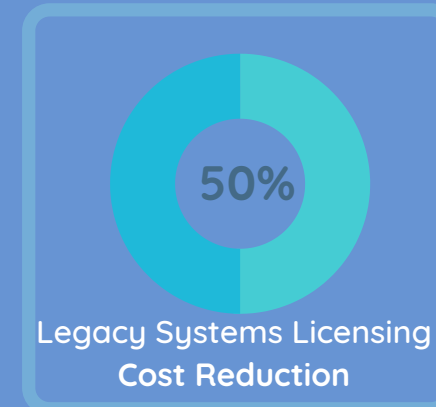
**Comidor SA.**, the solution provider of Comidor, enables businesses to achieve continuous growth and improvement through evidence-based, agile, digital transformation, and automation.



**Comidor Company vision**

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

Comidor was selected by ATS Global for its ability to deliver applications 12x faster and significantly reduce costs



**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.

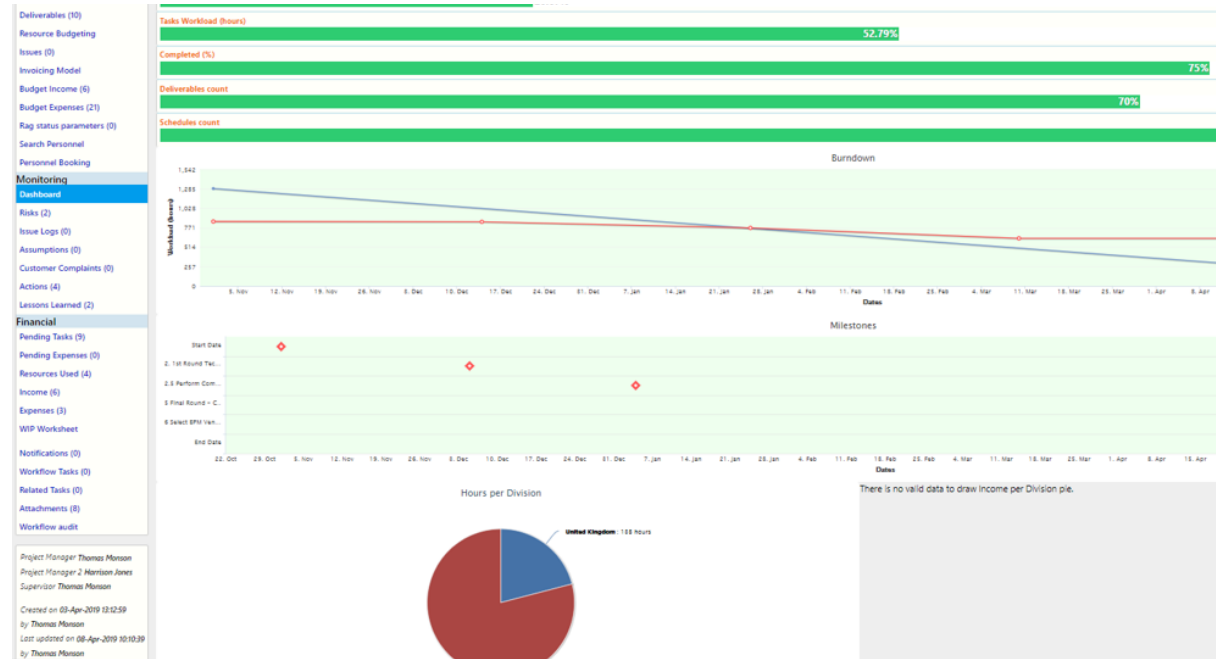
It has delivered workflow and process benefits across people management, absence management and project management which provide efficiencies across the global operation. We are looking forward to a continuing working relationship with a highly valued supplier.



## Business Challenge

ATS Global runs operations in more than 25 different countries all over the world and is expanding fast in the last couple of years.

- It was significant that in just one year the company's personnel increased by 40%, which caused difficulties in the recruitment, selection, hiring, and on-boarding processes.
- In addition, the company faced inconsistencies in the way sales and projects were managed in different departments in different countries.



## Objectives

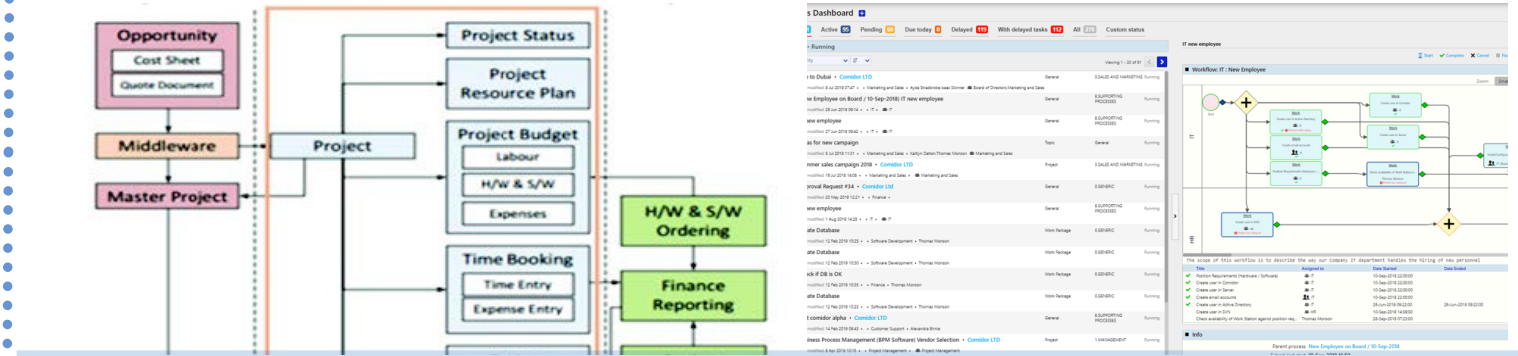
- Standardise and design basic HR and Project Management processes
- Replace existing widespread excel sheets, used to manage entities among departments
- Offer a single point of communication and process management

- 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
- Offer a central point of information 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 solution provided by Comidor Low-Code Platform is a unified people and project management system through which all processes can be managed: from project initiation with invoicing plan setup and resource budgeting, to project monitoring with risk management, project and people dashboards giving real-time information that focuses on people skills, efficiency, and effectiveness.



## People and Project Management platform

- A central point of information with role-based accessibility, has been one of the pillars of the client's corporate strategic objectives. Personnel data, absence management, booking requests, time management are incorporated into a unified point of reference.
- Multi-level level approval of time and expenses tracked in projects, people, and project dashboards with KPIs and reporting being some of the key features of the final deliverable.
- Implementation of process features for achieving compliance with multiple countries' legislation and working environments was easy using Comidor's agile Low-Code development 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 LOW-CODE AUTOMATION PLATFORM

LOW-CODE AND HYPERAUTOMATION  
FOR FAST CHANGING BUSINESSES

Build powerful apps  
Connect to anything  
Automate and scale



Interested in what we do?

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