A reliable, efficient, and safe system

THE IMPORTANCE OF A FUNCTIONAL ERP

The benefits of having the right **Enterprise Resource Planning (ERP)** tool in a business translate into fast response times, efficient handling of the flow of information, and cost reductions achieved through reliable and secure operating processes.

In fact, if a system of this kind fails in a manufacturing company, as an example, it could cause the plant's production to be halted completely, representing enormous economic losses for the business.

THE START OF BETTER OPERATIONS

And that was the challenge: improve the **ERP** that managed the finances and operations of the manufacturing plant of Ontex, a company with more than 40 years of experience, and a leader in the manufacturing of personal hygiene solutions for babies, women, and adults.

This company had intermittence and lags in its **ERP**. This meant that its workers couldn't stay connected, creating delays and rework in their day-to-day tasks.

They selected us as their technological ally and we decided to implement **Prophecy**: a platform that uses Artificial Intelligence (AI) to analyze the thousands of metrics and logs of the technology complexes in real time. In this case, this is Ontex's **ERP.**

By obtaining an overview of the regular behavior of the system, it is possible to detect anomalies and send preventive alerts to the management team to reduce errors.

Also, thanks to the Machine Learning used by **Prophecy**, we achieved the capability of constant learning about the operating models of Ontex's **ERP**, reducing the issues faced by up to 90% through precise and reliable alerts.

ONTEX DATA

- Their first production began in 1977.
- Thei products are distributed in more than 110 countries.
- 415 patents granted on its products and 106 pending in more than 20 countries.

CHALLENGES TO FACE

- Outdated servers.
- There was no growth capacity.
- Frequent crash of ERP.
- Configured email.
- Complexity in cost control.
- Manual administrative processes.

"An agile, collaborative and effective implementation. With a great capacity to adapt to fine adjustments that we needed at that time."

William Oliver
IT Director at Ontex Mexico

THE REAL CHALLENGE

But that was just the beginning of this operating challenge. This leading producer of hygiene products also faced obstacles in its control over expenses, which was housed in its **ERP.** And, as if that weren't enough, the system didn't include the guidelines required to obtain Mexican Digital Tax Receipts (CFDI, Spanish acronym).

For Ontex, it was difficult to upload all of the invoices of its workers to the expense module of its **ERP,** since it was not adapted to Mexican regulations. Even though the business travelers reported their expenses in the application, they would usually run an additional process to add in the tax information for Mexico and this caused them to lose time. This meant that the receipts were occasionally issued late and, since the process was not intuitive, more time was invested in providing support to travelers so they could fill out their receipts, which the workers complained about.

That was when we decided to incorporate our Cloud-based expense and travel expense control system, which can be operated from any device with internet access in real time: **E-xpenses Cloud.**

Using this tool, we were able to adapt the company's expense processes to speed up the time required to make the bank deposits, incorporate the SAT (Mexican Tax Authority) compliance guidelines and reduce the costs for the Ontex IT area, avoiding investments in servers and infrastructure.

THE NUMBERS SAY IT ALL

Today, after 15 months of implementation of **E-xpenses Cloud and Prophecy,** the Ontex **ERP** has achieved a Service Level Agreement (SLA) of availability of 100%. The number of false alarms in the alerts issued by the monitors was reduced by 90%.

We were also able to obtain an average reduction of 81% in the time spent verifying expenses, as well as savings in the costs associated with management, consulting, and licensing, of more than 50% of the annual expenses.

And of course, most importantly, we were able to guarantee the continuous operation of the business so that the company's products can continue to hold an important place in the lives of all of its consumers.

NOTABLE SUCCESS

- Decrease of 57% in the incidents for the ERP tickets generated.
- ERP with SLA of 100% availability.
- Accurate alerts, minimizing false alarms by 90%.
- Analysis of thousands of log lines, which is humanly impossible.
- Guaranteed deduction of the CFDI.
- Annual savings in wages of $1.5 million pesos (approx.).
- 50% annual savings in licensing.
- 85% cost reduction in advisory services.
- 80% decrease in expense analysis times.
- Payment of the receipts to employees 70% more quickly.
- Reduction of 93% in the expense verification time.

IMPLEMENTED TECHNOLOGY

- Machine Learning (AI) that predicts and eliminates setbacks: **Prophecy.**
- Expense and daily control systems, from the Cloud: **E-xpenses Cloud.**

INCREASE THE SUCCESS OF YOUR INDUSTRY

If you want to boost your business through the technological solutions we offer at **KIO Networks,** please visit **kionetworks.com**

México
+52 (55) 8503 2701
Guatemala
+502 2318 9100
Panamá
+507 380 9600

Dominican Republic
001 (809) 4757500
Spain
+34 86 8011 200