

Group Carrefour



About the company.

Over the past 40 years, the France-based Carrefour Group has grown to become one of the world's leading distribution groups. The world's second-largest retailer and the largest in Europe, the group currently operates four main grocery store formats: hypermarkets, supermarkets, hard discount, and convenience stores. The Carrefour Group currently has over 12,500 stores, either company operated or franchises. In Argentina, currently there are 120 supermarkets and 25 hypermarkets.

Setting the strategy.

Carrefour's Supermercado Norte needed a comprehensive maintenance strategy to streamline processes and develop an effective preventative maintenance program. "One of the main issues we had to solve was the lack of organization in the maintenance area—work was not scheduled, tasks were not tracked, and actions were only corrective," explains Gustavo Taraba, maintenance engineer at Grupo Carrefour in Argentina. The company, which handled maintenance through an internal database, needed a new technology solution that could provide better visibility into operations to decrease redundancies, optimize inventory turns, and track maintenance requests.

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Getting business specific.

Carrefour retained Accenture, the global management consulting and technology services company, to help it identify the solution that could best meet its needs. Accenture recommended a comprehensive solution that included Infor EAM Enterprise Edition, a fully web-architected solution that helps companies proactively manage assets, asset information, and maintenance activities. Carrefour selected Infor EAM mainly to install preventative maintenance processes using a solution that allows role-based access to an online environment. By combining asset management functionality and advanced reporting with advanced analytics, Infor EAM makes it possible to maintain, manage, and improve the performance of capital assets.

Seeing results.

With Infor EAM, Carrefour has integrated work processes that span sub-departments across many locations. This enables Carrefour to automatically update inventory requirements and optimize inventory costs by reducing maintenance costs and the labor spent inspecting different sites.

“Infor EAM is one of the most important management tools for running our operations as efficiently and profitably as possible,” Taraba says. The Infor EAM solution has effectively addressed Carrefour’s principle challenge—improving management and organization of the company’s maintenance program. Commenting on the overall maintenance program, Taraba says, “Thanks to Infor EAM, we have identified that 85 percent of the tasks are corrective and 15 percent preventative. Our goal is to improve this until only 15 percent of tasks are corrective and 85 percent are preventative.” The Infor EAM solution is on track to help Carrefour meet its objectives, in part because it allows Carrefour to issue work orders for maintenance activity, creating an improved system for tracking maintenance activity.

Infor’s EAM solution is providing Carrefour with the capabilities to effectively manage the critical parts of its business, freeing up valuable resources to focus on enhancing the quality of its customer service.

About Infor.

Infor acquires and develops functionally rich software backed by thousands of domain experts and then makes it better through continuous innovation, faster implementation options, global enablement, and flexible buying options. In a few short years, Infor has become one of the largest providers of business software in the world. For additional information, visit www.infor.com.

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