

From running on empty to hitting the gas

Tachyonix Automates Data Entry into SAP for Brazilian conglomerate, Comporte



Background

Privately held company Comporte Participações S.A. was established in 2002. With more than 10,000 employees, its primary business is as a land transport group, operating in 12 Brazilian states plus the Federal District, serving more than 700 cities, with more than 6,000 vehicles, including buses – urban, suburban, charter and road – trams and trucks.

“Comporte was established with the aim of unifying, optimizing and consolidating the management of several companies operating in different market segments, mainly road transport, charter, tourism, urban passenger and cargo, and real estate,” says Carlos Sousa, Project Manager at Comporte.

Carlos Sousa – Project Manager at Comporte

The Challenge

Collectively, the vehicles in Comporte’s fleets are refueled 105,000 times per month. Details of each refueling event are recorded and entered into a SAP system, enabling the company to keep track of fuel efficiency and carry out preventative maintenance. An automated data entry system had been introduced and was in use for 37,000 refueling events, but it was a very slow and expensive process. For the remaining 68,000 of the refills – almost 70 per cent across dozens of locations – this reporting process was still being carried out manually; the pump attendant would write down the refueling data on a sheet of paper, which was then delivered to a Comporte office, where another employee manually input the data into the SAP system.

In addition to the delay caused by this drawn-out process, human error could easily creep into the data either at the pump or when input into the system, causing a discrepancy between budgeted and realized values. By the time an error was noticed, there was no way to correct it, because the original figures from the pump were no longer available. All this had a knock-on effect on the company’s preventative maintenance program.

“Our dependence on many manual processes was a huge issue for us,” says Carlos. “It was causing inventory discrepancies, discrepancies in monitoring our monthly results and poor agility in data entry, affecting any process relying on accurate mileage reporting.”

The Solution

Tachyonix created a real-time data entry app with its near-zero-code business application development solution. At the pump, attendants simply have to enter the required values into a mobile device provided to them, which are automatically sent to the company's SAP system. Automating and digitalizing the process in this way enables accurate data entry at the time of supply.

One of the great benefits of the Tachyonix solution, which surprised Comporte's technical staff, was the agility and ease with which the solution reads and writes data from and into SAP. Going beyond their brief, Tachyonix also made suggestions for improvements to the existing code of the company's SAP Demand system.

"In just two weeks, Tachyonix took us from an idea to a concrete solution, as well as creating an app that meets our needs," says Carlos. "When we decided to alter the script halfway through development, they showed agility, flexibility and willingness to quickly change direction, without impacting either costs or time. This was all the confirmation we needed that our choice of provider was spot on!"



The Results

With Tachyonix
two weeks

Without Tachyonix
12 weeks



20% of the cost

Along with bringing benefits to the business by means of reduced paperwork, fewer errors and lower overheads in terms of reduced human hours required to support development and maintenance, the new app also creates an environment of digital inclusion and human development – many local employees don't own a smart phone so, by training them in a new competence, Comporte is contributing to their personal development and skills acquisition.

"The way Tachyonix approached our project was very practical – they not only understood our requirements, but they also interpreted our SAP code and identified ways to improve it," says Carlos. "What we were able to achieve in two weeks with Tachyonix would have taken three months and cost five to seven times more with other type of development. Frankly, both the service and the end product we received were sensational!"



Regular Development x Development with Tachyonix

