

Process Management with ADONIS

Process Management Implementation in Motta

Company Profile

Motta International is the first company in the Colon Free Zone with international vision and over 50 years of experience in Latin America. It has more than 3,600 m² of showroom, over 40,000 m² of storage areas, around 60,000 items of products in stock and more than 60 specialized sales executives.

Additionally, it has a division with a diversity of Related Companies (International Stores Corporation - ISC) which are specialized in providing the following services:

- Procurement and installation of Duty Frees
- Technical and administrative assistance in Duty Frees.
- Distribution in formal markets
- Renewal and update based on market trends
- Computing resources specialized in Duty Frees
- Motta provides to more than 40 selling points in the Latin American in Duty Free Department



Facts and figures:

Company name

MOTTA Internacional

Headquarters

Panamá

Employees

(Motta and related companies):

1200

Industry

Distribution and Retail

Website

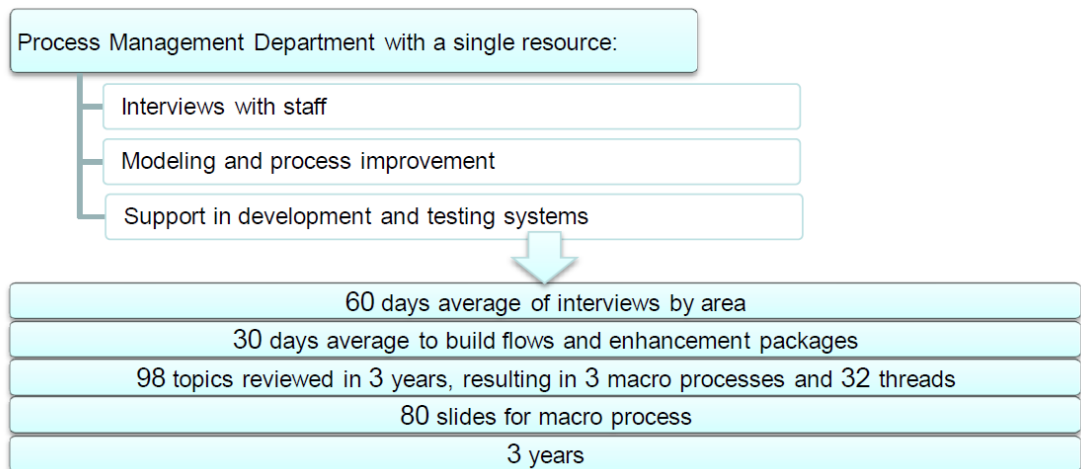
www.motta-int.com

Project Name:

Organizational

Documentation

Starting Point



Objective: To document all business processes, easily for internal use, and to identify opportunities for organizational improvement in the shortest time possible without affecting the quality of the outputs

Why ADONIS?

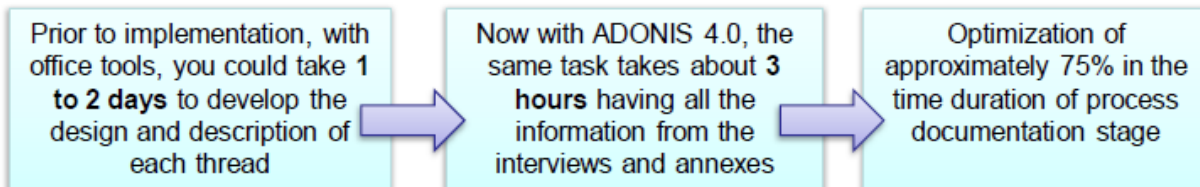
Competitive advantages valued by Motta International for the selection:

- Automatic generation of documents in standard form, and capability to automatically publish in the company's internal website for consultation of all employees, with protected information, also avoiding paper consumption
- Custom definition of the document: Format and visual
- Automatic generation of handbooks
- Time saving in modeling, describing and process management

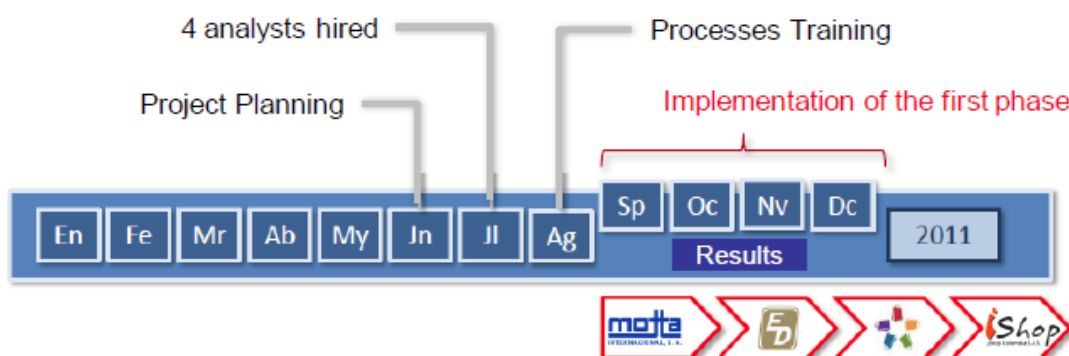
BOC's support made it possible to adapt the previous study of AS-IS processes by BPMS methodology and modeling techniques, customizing some features and documentation formats.

Results in Motta International and related companies of the group:

Benefits in times of process documentation:



First 4 months of the project in Motta and other group's companies:



It took three years to document and improve 3 of the 18 Motta's macro processes with the previous methodology, however, now with ADONIS, it has taken 10 months reviewing four group companies (including Motta), focusing on the value chain of each. By September 2012, 292 improvements were identified in Motta International, Express Distributors, iShop and Duty Free Attenza in different areas: 32% in IT Systems (92), 39% in Process (114) and 29% in Documentation (86).

Customer Testimonial



Rolando Gonzalez and Robson Oliveira - Project, Processes and IT Security Management

» Our process management was slow to show results, it provided clarity in the documentation, but no maintenance agility, integrated participation of collaborators was limited and failed to timely communicate its results to the organization. With ADONIS, as the basis of our methodology, we have turned these weaknesses into strengths that has led our company to close gaps in efficiency, thereby increasing our agility and market competitiveness. Now process management has become more familiar to employees. «

Web: www.boc-group.com

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