

Mercedes-Benz Portugal elects Microsoft BI with Arquiconsult

Business Intelligence

ARQUICONSULT



Mercedes-Benz

Customer: Mercedes-Benz

Country: Portugal

Customer Profile:

Mercedes-Benz, a company of the German Group Daimler AG, was established in Portugal in 1989 and is responsible for importing and distributing Mercedes-Benz and smart brands. Its consolidation in the Portuguese market is indisputable - in 2017 it was first among the premium brands and the 4th bestselling brand in Portugal, having verified a record sale for the third consecutive year.

Mercedes-Benz is recognized by important pillars such as the importance it attaches to its employees, as well as, to technological development. And because innovation starts by modernizing existing IT platforms to simplify production processes, Mercedes-Benz joins Arquiconsult, by implementing Business Intelligence (BI) as a management tool. ↗

Opting for Power BI was doable, considering the need to connect with other Group solutions, namely with local systems based on Microsoft technologies.

Therefore, the concern remaining was choosing the Partner. And that is why, we asked **Edgar Baião – Business Intelligence Consultant and Project Manager at Mercedes-**, his opinion about the present partnership with Arquiconsult and what are the futures perspectives.

CHOOSING THE LOCAL PARTNER

The choice relied in two key factors: the proposal and the parallel advantages it may present. *'The choice is determined by its ability to transmit security and understanding about the business and its specificities and ability to adapt the tool to what is required. And on the other hand, the technical domain. This confidence was passed on to me, as well as, to the rest of the team.'* Edgar Baião

CUSTOMER REALITY APPRAISAL

Arquiconsult already has a consolidated knowledge about our reality. And the team has been able to go further and present solutions to our scenario adjusting the tool to our business. For Edgar Baião *'it was a pleasant surprise how Arquiconsult managed to handle everything we presented, because the Auto Parts business is not easy, it is quite complex and sincerely, any of the consultants, who were present at Mercedes-Benz had extreme ease in understanding what we need and presenting solutions to respond promptly. I would say, that it stands out how experienced people work with a tool that knows exactly what it does and knows how to adapt it to customer needs.'*

USERS FEEDBACK

As is expected in most companies, adapting to a new software is never received equally by users. But for the proper functioning of any tool it is necessary some practice, study, tests and predisposition to learn, as well as adequate training to enable the desired development.

'Arquiconsult had the sensitivity of making a more personalized follow-up so that the more resilient elements could digest all the new information and overcome barriers. And we have had good results in this aspect as well. As of today, users are entirely autonomous in the use of the solution and the usual complaints that arise at the beginning no longer exist.' Edgar Baião

PARTNERSHIP CONTINUITY

It is expected to extend business intelligence functionalities to achieve a more graphical and more intuitive environment. There are internal processes that can be improved by allowing employees to withdraw workloads. Greater autonomy and reduction of human intervention is expected. *'The objective is to demonstrate its potential, make demonstrations, connect to CRM and extend to other areas of business.'* Edgar Baião

FUTURE PARTNERSHIP

"What we expect from Arquiconsult is that they keep us up-to-date on the product. And whenever there are updates that make sense for our reality we are a step ahead and be informed of possible innovations and justify why changes would be suitable for us. There is trust and the migration process went very well." Edgar Baião



In the picture: **Edgar Baião**
BI Consultant at Mercedes-Benz