



Hermes
Lima, Peru
www.hermes.com.pe

Industry:

Professional Services

Annual Revenue:

US\$42.4 million

Employees:

1,700

Oracle Products and Services:

Oracle Database Enterprise Edition
Oracle Warehouse Builder
Oracle Fusion Middleware
Oracle JDeveloper
Oracle Forms
Oracle Reports

Implementor:

Oracle Consulting

“With Oracle Database, we have been able to integrate our information systems. This gives us a specific and consolidated view of the business, and lets us achieve operational excellence in serving our clients.”

– Nicolás Polastri, CIO Information Technology, Hermes

Hermes Consolidates Information in a Robust Database

Hermes, an associate company of Brinks Inc., began operating in October 1985. Today, it is headquartered in Lima, Peru and works through 10 branches across the country, as well as 120 armored units. Hermes has 1,700 employees, who bring business solutions to processes subject to risk, such as: the handling of valuables (transportation, processing and custody of valuables goods), and the distribution and specialized custody of outsourcing processing documents.

Challenges

- Unify information systems in a robust, reliable, and high-availability database for secure handling of the transport of valuables and integrated document management
- Centralize up-to-date information to achieve operational efficiency
- Automate administrative operations to accelerate operation and offer excellent service to clients
- Obtain financial and statistical information to accelerate timely decision making at a management level

Solution

- Worked with Oracle Consulting to guarantee high availability and reliability of information by unifying information systems with Oracle Database Enterprise Edition
- Reduced time needed to collect up-to-date data from 20 days to two by centralizing information
- Used Oracle JDeveloper to develop HERMETIC, a tool that allow clients to inquire about shipment and payment status
- Automated administrative processes with Oracle Fusion Middleware, reducing the time needed to process billings from 12 hours to five hours
- Accelerated the publication of financial information from three days to one, achieving operating visibility and allowing rapid and timely decision making at a management level
- Reduced client response times from three days to two hours for account balances and for receipt and payment activity
- Created forms for online data input, accelerating affiliation with credit cards, by using Oracle Forms and Oracle Reports, with the help of Oracle JDeveloper
- Guaranteed route control for more than 100 armored units, allowing for secure monitoring and operating efficiency