



Procuraduría Federal del
Consumidor-Profeco
Mexico City, Mexico
www.profeco.gob.mx

Industry:

Public Sector

Annual Budget:

US\$70 million

Employees:

3,200

Oracle Products & Services:

Oracle Financials
Oracle Human Resources
Oracle Field Service
Oracle TeleService

Oracle Partner:



Unisys de México, S.A. de C.V.
www.unisys.com

“Oracle E-Business Suite financial and customer relationship management applications have let us improve and create new processes and procedures.” – Néstor Galván, General Manager of Information Services, Procuraduría Federal del Consumidor Profeco

Procuraduría Federal del Consumidor (Profeco) Centralizes Financial Data, Improves Budget Control

Procuraduría Federal del Consumidor (Office of the Federal Prosecutor for the Consumer), known as Profeco, is the Mexican government body charged with protecting consumers' rights, promoting intelligent consumption, and assuring equality under the law in relations between providers and consumers. It has 56 offices and sub-offices, 60 service units, a call center, and 700 users throughout the country.

Challenges

- Integrate financial information systems to unify operations among Profeco's offices and sub-offices
- Centralize administrative information to allow Profeco to standardize processes and establish budgetary control
- Ensure financial information visibility throughout the organization to guarantee transparency in processes
- Make performance indicators available for quick strategic decision making

Solution

- Worked with Unisys de Mexico, S.A. de C.V. to implement Oracle E-Business Suite modules, creating a unified application infrastructure
- Made administrative processes visible throughout the organization
- Standardized administrative processes with Oracle Financials, allowing for better budgetary control
- Systematized processes, making accounting information visible and transparent for 700 system users in 56 offices
- Reduced annual account closing times from six months to two month
- Achieved efficient payroll administration and control of the number of employees
- Automated processes for citizen complaints and accelerated processing of 150,000 complaints per year
- Established performance indicators in the judicial area, facilitating efficient tracking of cases for efficient decision making