

The Company

- In Chile, the company buys, sells, and distributes mass consumer products, primarily groceries.
- 74 stores throughout Chile.
- Royal Ahold, an international supermarket group based in Holland, holds 97 percent of the company's stock.
- 2,000 employees.

PeopleSoft EnterpriseOne solutions:

- Financial Management
- Fixed Asset Management

Environment/database:

Intel/Oracle

"In terms of operations and logistics, we are seeing tangible gains. The degree of user satisfaction has increased considerably. The PeopleSoft application enables us to cut the company's administrative costs and gives us the right information in record time."

Mario Dub
Project Head

Supermercados Santa Isabel

Improved Business Processes Lead to Cost Savings for Chilean Supermarket Chain

Business Driver: Single Application to Improve Processes and Shorten Response Times

Supermercados Santa Isabel buys, sells, and distributes mass consumer products, primarily food and groceries, throughout the domestic market. The company owns a chain of 74 stores stretching from Arica in the north to Puerto Montt in the south. Supermercados Santa Isabel is the only supermarket chain in Chile with such a vast geographic distribution.

The company needed to integrate all its financial accounting systems in a single product. It also needed to improve process management and shorten response times. All of this had to be implemented at a reasonable cost within a relatively short time frame. "We chose PeopleSoft based on its years of experience in the market. We opted for PeopleSoft EnterpriseOne, which for many years had only been implemented at the University of Chile. Today, we are completely satisfied with our decision," says Mario Dubó, project head.

Business Drivers

- Better informed decision making.
- Lower costs.
- Increased customer satisfaction.

Results: Improved Management and Business Processes

The model selected makes it possible to integrate the work, improve response times, and shorten management time, resulting in cost savings in running the company, according to Dubó. The most significant added value that PeopleSoft EnterpriseOne has given Supermercados Santa Isabel is in terms of improved management. "We have an interface functioning practically online with the business area, through the vendor accounting system. This means that we are instantly informed of any discrepancies," says Dubó. With PeopleSoft EnterpriseOne Financial Management, Supermercados Santa Isabel improved its business processes, especially with respect to vendors and creditors.

Results

- Integrated work.
- Improved response times; shortened management time.
- Lowered costs.
- Improved business processes.

How Supermercados Santa Isabel Got There: PeopleSoft Collaborative Enterprise Solutions

Supermercados Santa Isabel needed to integrate its financial accounting system: accounts payable, accounts receivable, and general accounting. In 1998, the company chose PeopleSoft EnterpriseOne. The next year, it upgraded and then upgraded again in 2001. In November 2002, Supermercados Santa Isabel implemented PeopleSoft EnterpriseOne Fixed Asset Management. The company plans to upgrade to the latest version in the near future. As a financial accounting solution, PeopleSoft EnterpriseOne serves as an essential tool for the administration and finance director, who oversees the activities of three management offices: accounting, finance, and administration.

Currently, 110 employees are using the module. They find it to be a highly useful tool for cutting logistics costs and improving inventory control, according to Dubó.

The Future: Customer Relationship Management and eCommerce

Implementation of the PeopleSoft EnterpriseOne software provided Supermercados Santa Isabel with the timely, useful, well-organized information it needs.

“Once the fixed assets and purchasing systems are up and running, we will be able to apply the maintenance module and work on PeopleSoft EnterpriseOne Customer Relationship Management. We have contemplated introducing PeopleSoft EnterpriseOne eCommerce in the near future. PeopleSoft EnterpriseOne has been fundamental to our company’s application of all these tools. Without question, it will continue to be so for upcoming projects.”