Evenbytes automates the operations of Carmila and Carrefour Property

Faced with the need to speed up incident resolution processes and offer better user experiences, Carmila and Carrefour Property have opted for the digitization and optimization of operations in all their Carrefour shopping centers throughout Spain.

The challenge

Minimize the time taken to identify and resolve an operational problem or incident in any of the shopping centers, which were reported via email, phone call, or text messages. These methodologies did not allow having a broad vision of the problem or concentrating all the information on the incident in one place. All these processes needed to be automated to provide efficient solutions.

The solution

Evenbytes centralized the solutions in artificial intelligence and the easy development of non-code applications of AppSheet, identifying the improvement needs for the simplification of the processes that would allow better monitoring by asset and zones, and the creation of qualified databases for design and carry out action plans improving the customer journey.

The results

Incidents can be identified from mobile applications and qualified, including photographs, descriptions, and priorities. The responsible person receives an immediate alert with a detailed incident report. The information is shared with all those involved and is dumped within the Google Workspace environment (AppSheet, Google Sheet, and Data Studio) to generate a complete analysis of each incident.

> " As consultants and developers, the Evenbytes teams have given us excellent service. We are very happy with the tandem we have achieved. That is why we continue to advance in the development of new functionalities and the internationalization of the MyMall application. "
>
> Thomas Poitau, Director of Innovation and Marketing Coordination

About CARMILA

As the third-largest listed owner of commercial property in continental Europe, Carmila was founded by Carrefour and large institutional investors in order to increase the value of shopping centers adjoining Carrefour hypermarkets in France, Spain, and Italy.
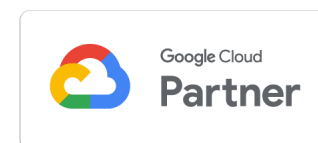
Industry: Retail & Wholesale

Primary project location: Spain

About EVENBYTES SL

https://cloud.withgoogle.com/partners/detail/?id=evenbytes&hl=er

Products

Google Cloud Platform

Google Workspace