FANDELI

FANDELI has become a benchmark in the digital transformation of the manufacturing industry, automating over 40 processes in under a year.

FOUNDED IN

1927

EMPLOYEES

700+

GENERAL INFORMATION

FANDELI is a Mexican family-owned company **specializing in the manufacture of coated abrasives.** Since its founding in 1927, the company has maintained a strategic focus on **continuous innovation, technological development, and operational excellence,** establishing itself as an international benchmark in the non-metallic mineral manufacturing industry.

FANDELI's diversified range of abrasive solutions meets the needs of sectors as varied as automotive, DIY, carpentry, construction, plumbing, maintenance, metallurgy, painting, and glass, where it holds a prominent position. The company also boasts a **robust global distribution network**, which includes hardware stores, self-service outlets, home centers, and other specialized retailers.

01 Situation

Business Process Management Software (BPMS) is a key strategic enabler in FANDELI's digital transformation. This is evidenced by the extensive experience in process automation that professionals across multiple departments have gained through the use of various BPM solutions.

However, as FANDELI's operations grow and its digital maturity advances, **managing processes with the deployed BPM solution has become increasingly complex.** This evolution requires coordinating multiple interconnected workflows, involving numerous users, executing tasks both sequentially and simultaneously, and integrating the BPMS with other applications to ensure system interoperability and centralized information for decision-making.

This scenario presents **significant operational and technological challenges,** demanding a high degree of flexibility, scalability, and agility in process development, areas where both the implemented BPM solution and previous systems fall short.

As Víctor Hugo García Barbosa, IT Manager at FANDELI, notes: *"The BPM solutions used to date lack the flexibility, functionality, and integrations necessary to manage complex processes, hindering agile and efficient operations."*

FANDELI's leadership position is underpinned by a dedicated **research and development (R&D)** program focused on creating **high-performance, versatile abrasives that comply with international grading standards (ANSI, FEPA, and JIS).** This commitment to quality is complemented by professional guidance and specialized technical support for its clients.

Industry: Manufacturing – Coated abrasives.
Location: Tlalnepantla, Mexico.

https://www.fandeli.com

Consequently, the company initiated an **analysis and comparison of the leading BPMS solutions** on the market, based on three criteria: references from other companies, evaluations from major analyst firms, and the available set of functionalities. After reviewing several options, the selection team chose AuraQuantic.

The decision was supported by the **trust built through successful cases of Mexican companies** using the platform, the international recognition of the tool, validated by its presence in **prestigious reports** such as those published by Gartner and QKS Group, and a **technological proposal aligned with the organization's requirements for integration, scalability, and process automation.**

02 Challenge

FANDELI's **implementation of AuraQuantic has progressed smoothly and incident-free,** thanks to the platform's intuitive design and the team's prior experience with other BPM solutions.

Access to the training resources provided by AuraQuantic Training School, the platform's online learning center, strengthens FANDELI employees' knowledge and enables even those without previous BPMS experience to acquire the skills necessary to use AuraQuantic independently and at an advanced level. As a result, **the adoption curve is significantly accelerated, reducing the need for technical support and external consulting services.**

As García explains, **the main challenges occur during the initial stage,** when "the company requires a **BPM platform with greater functionality** than those previously used, providing more agility in process development, **integration with systems such as ERP, CRM, and email, and the support of a specialized provider offering technical assistance in Spanish."**

03 Solution

The implementation of AuraQuantic has empowered FANDELI to consistently achieve its goals of automating and orchestrating complex business processes.

The adoption of the software platform marks the completion of the **first phase** of the plan. As García notes, this phase involved "**the transition from the previous BPMS** to a more robust solution that enables the development of processes that were previously unfeasible due to their complexity and high cost."

The **second phase** focuses on **activating processes that were previously stalled due to technical limitations.**

In the **third phase,** FANDELI **expands the scope of automation to include more complex processes,** integrating digital signatures and advanced technologies such as Artificial Intelligence (AI) and Intelligent Document Processing (IDP) to extract data from various file formats, including Excel and PDF.

With all phases completed, FANDELI now has active processes that incorporate digital signatures, AI, and IDP. According to García, "this has made it possible for the company to process thousands of orders using this technology and the integration between AuraQuantic and our ERP."

These advancements are part of a global automation plan that, in less than a year, has successfully automated critical processes, prioritizing those with the highest frequency and operational impact. The automated processes and the estimated man-hour savings by functional area are as follows:

- **Finance Department (Savings of 396 man-hours).**
    - 01.   Management of advance payments to suppliers and travel expenses.
    - 02.   Treasury.
    - 03.   User offboarding.
    - 04.   Management of service requests and revenue processing.

- **Talent Management Department (Savings of 240 man-hours).**
    - 01.   Contract preparation and follow-up.
    - 02.   Employee onboarding.
    - 03.   Severance payment and personal loan requests.
    - 04.   Support with educational scholarships for employees' children.
    - 05.   Payment of professional fees.
    - 06.   Contributions to the Mexican Social Security Institute (IMSS) and the National Workers' Consumer Fund Institute (FONACOT).
    - 07.   Management of the Code of Ethics and internal communication in human resources.

- **Commercial Department (Savings of 4,294 man-hours).**
    - 01.   Processes related to commercial plans and product management.

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*"AuraQuantic allows me to track assigned tasks **in real time** within a process, with the **flexibility** to manage them from a computer or any mobile device."*

VÍCTOR HUGO GARCÍA BARBOSA
IT Manager, FANDELI

02. Forecast consultation.

03. Warehouse changes.

04. Order reception and inventory maintenance.

05. Credit notes requests.

06. Commercial operations planning.

- **Technical Department (Savings of 1,794 man-hours).**

  01. Maintenance.

  02. Quality control and development.

  03. Metrology.

  04. Quality certificates.

  05. Non-conforming products.

  06. Research and development and measuring instruments.

- **Manufacturing Department and Supply Chain (Savings of 1,000 man-hours).**

  01. Production planning.

  02. Inventory management, batch traceability, and document management for contracts and invoices.

  03. Coordination with distributors and clients.

  04. Synchronization of orders, stock, and production.

> "*AuraQuantic delivers **distinctive value** with features that go beyond what other BPM solutions offer.*"

VÍCTOR HUGO GARCÍA BARBOSA
IT Manager, FANDELI

García highlights "significant advances in **Talent Management**," particularly in processes such as employee **onboarding and offboarding, equipment deductions, and equipment sales**, as detailed below:

- **Employee Onboarding:** Prior to automation, onboarding notifications were not issued in time, preventing departments such as IT from preparing equipment and access in advance. The JD Edwards ERP system lacked a formal record to document resource delivery, complicating hardware traceability. With AuraQuantic, all information and tasks are centralized in a single automated process. Now, relevant departments receive timely notifications, enabling early action, faster equipment delivery, better IT inventory control, and performance indicators for continuous process improvement.

- **Employee Offboarding:** Previously, offboarding notifications were delayed, complicating equipment recovery and, in cases of damage, preventing payroll deductions. No effective traceability or asset control existed. With the new automated process, all departments receive advance notifications, enabling inventory verification and the application of appropriate deductions with Legal support, minimizing financial impact.

- **Equipment Deductions for Employees:** Before automation, this process was managed via email without formal traceability. With automation, the Legal department evaluates and determines damage-related deductions, as well as whether charges to employees are applicable.

■ **Equipment Sales to Employees:** The sale of IT equipment is now structured and secure, including payroll deduction options, without requiring direct IT involvement in financial aspects.

04 Results

The implementation of AuraQuantic at FANDELI marks a major operational milestone, enabling the automation of highly complex processes that other BPMS solutions on the market cannot handle.

Notable achievements include:

Full process digitalization and elimination of paper: Manual tasks are replaced with digital workflows that automatically integrate required documents, streamline approval processes, and organize tasks clearly and efficiently.

Cross-functional reach: Over 700 employees across various departments and organizational levels use AuraQuantic in their daily operations. The platform facilitates task execution through automatic notifications, ensuring team coordination and adherence to deadlines.

Operational performance optimization: The platform enables real-time tracking of task status, inventory, and available assets, while automating reminders to ensure deadlines are met. All information is accessible from any device, including desktops, tablets, and smartphones.

Time savings: Process automation improves resource efficiency, resulting in an estimated saving of thousands of operational hours annually.

*"Two of AuraQuantic's biggest advantages are its **seamless integration** with existing systems and the **agility to develop** any type of process."*

FANDELI IT TEAM

As a result of the success achieved and growing internal demand, FANDELI's management decided to expand the number of user licenses and acquire additional AuraQuantic modules. This expansion aims to manage more complex processes requiring multiple integrations and the participation of external users. Additionally, **opportunities were identified to enhance internal communication about automated processes,** promoting a culture of continuous improvement around automation. New automation initiatives are also planned, such as the internal promotions process.

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Accelerate your digital transformation
with **AuraQuantic**