

CAF Digital Services' vision of digital excellence: Automation, integration and centralized management



COMPANY INFORMATION

YEAR FOUNDED EMPLOYEES

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CAF Digital Services is a **CAF Rail Services** business unit subsidiary, created as part of the CAF Group's Digital Train initiative. With more than a century of experience, the CAF Group is a **global leader** in the design and manufacture of railroads and railway signaling systems.

Sector: Transportation and mobility.

Location: Donostia - San Sebastián, Spain.

<https://www.cafdigitalservices.com/es>

01 General information

CAF Digital Services provides predictive maintenance services using the LeadMind technology. This digital tool optimizes maintenance planning through data management, increasing reliability, ensuring fleet availability, and reducing maintenance costs throughout the train's life cycle. It offers an innovative approach that anticipates potential technical issues in equipment, reinforcing safety, optimizing energy efficiency, and enhancing the passenger experience.

02 Situation

CAF Digital Services management identified the need to implement a technology solution to improve operations and efficiently manage a wide range of corporate requirements. The selected software had to integrate advanced workflow automation and coordination capabilities, as well as functionalities aimed at meeting various strategic needs, such as:

- **Automation of all types of business processes** to reduce manual workload and increase operational efficiency.
- **Centralized data management** through a single repository that facilitates easy access and efficient data management.
- **Unification of data in multiple formats** to optimize the generation of key performance indicators (KPIs) and support informed decision-making.
- **Automatic dashboard updates** to ensure constant availability of accurate information without manual intervention.
- **Consolidated reporting and automation of KPIs**, streamlining the analysis and tracking of metrics.
- **Real-time monitoring of project status**, with replanning options to detect and correct deviations.



- **Enhanced auditing processes** through centralized access to stored information.
- **Continuous process improvement** by identifying and eliminating inefficiencies, and raising quality standards.
- **Integration with existing solutions** such as Navision, Jira and Salesforce, to create a cohesive ecosystem that fosters interdepartmental collaboration, improves communication and optimizes workflows. The selected solution must facilitate effective use of the data stored in these applications, enabling the development and execution of automations.

Given the above, **CAF Digital Services** decided to explore the software market in search of a solution that would meet all requirements. **AuraQuantic** proved to be the most suitable platform, supported by three key factors: its strong positioning in reports from leading analyst firms such as Gartner, positive evaluations from companies within the sector, and a market analysis confirming its alignment with the needs identified by CAF Digital Services.

03 Challenges

The implementation of the software platform was completed smoothly, without setbacks, and within the deadlines established for the project. This success is confirmed by Maite García, Quality Manager at CAF Digital Services, who states that “there were no difficulties.”

García also highlights that “all personnel involved in the project, directly or indirectly, have a highly specialized technical profile in the field of Information Technology (IT),” including engineers, developers, and Artificial Intelligence (AI) specialists. This high level of expertise contributed significantly to the project's design and execution, ensuring an accurate understanding of the required specifications.



*“The real-time data provided by AuraQuantic allows us **to act with agility**. Moreover, the platform eliminates the need for additional preparations for meetings with the Executive Committee, as **it contains all the necessary information.**”*

MAITE GARCÍA

Quality Manager at CAF Digital Services.

04 Solution

Generally speaking, all functional areas have automation that is complemented by additional processes. **Some of the most significant processes** since the implementation of AuraQuantic include:

1. **Project Planning:** Project planning was the first and one of the most significant processes to be automated. Its main purpose is to enable real-time monitoring of project resources and activities, facilitating timely rescheduling to meet objectives.

As García explains, “*Project managers have an option within AuraQuantic to reschedule their work using a check button. Clicking this button activates a query that analyzes possible deviations and errors. If any are detected, they must be corrected before proceeding with the replanning.*”

Additionally, the platform allows the Quality department to conduct thorough project follow-up, providing detailed information through verification markers. AuraQuantic also generates real-time reports with updated data, accelerating decision-making and enabling the prompt correction of any deviations.



*“I believe it’s essential to have a **trusted partner** to fully leverage AuraQuantic. Additionally, thanks to the training courses, you can use its interface to design and configure processes without any programming, which is especially valuable given its **high adaptability and ability to support the Lean approach**”.*

MAITE GARCÍA

Quality Manager at CAF Digital Services.

By automating this process, CAF Digital Services ensures effective project control, adherence to initial plans, avoidance of additional costs, maintenance of quality standards, and fulfillment of deadlines.

2. **Commercial Management:** This process is used to send and track various commercial proposals. Once an offer is accepted, a dashboard is generated, bringing together a set of KPIs and metrics presented visually to provide a quick understanding of the project’s status or performance. This dashboard is assigned to one of the project managers, along with a specific code and name. In addition, the project manager receives a task in their workflow to develop the project plan. Once this stage is completed, the plan can be either approved or rejected by the designated decision-makers. All modifications made to the project are recorded in the system, ensuring complete traceability. In this way, AuraQuantic ensures data integrity by preventing changes to milestone hours — important events or key stages that mark progress or the achievement of specific objectives within the process — or to costs, without prior approval from the assigned managers.
3. **Other processes:** Risk analysis during the proposal phase, annual closing forecast for offers not yet accepted but with a probability of success, among other activities.

Building on the success of these implemented processes, CAF Digital Services continues to lead digital transformation by automating and updating new processes, including:

4. **Team:** Centralizes all personnel-related information, such as per diem data, curriculum vitae and leave records.
5. **Customers:** Automates the management of customer information, including **feedback, incidents, projects, installed hardware, offers, etc.** This ensures that all activity related to a customer is centralized within their account. According to García, this process “complements the equipment process and is a key component of the master data”, as it stores detailed information on train fleets, customer operator status, installed hardware, and other relevant data.
6. **Reporting:** The Quality department has a **report detailing personnel deviations**. If any irregularity is detected, an e-mail notification is automatically sent to the user involved, thus avoiding the allocation of additional resources for supervision tasks.
7. **Suppliers:** This process facilitates the **management of documentation and shipments related to suppliers, and risk evaluations**. It also includes purchase approvals and monitoring.

In addition to the processes mentioned above, others related to **auditing, quality, incident management, IT support, and sales** have also been automated. In this context, García emphasizes two processes: **lessons learned** and **business opportunities**.

The “**lessons learned**” process is notable for its accessibility, as any internal user can initiate it in AuraQuantic to share valuable information with other members of the organization. This information is based on the experience gained by employees in the course of their professional activities — for example, reporting connectivity issues with a GPS antenna encountered during the execution of a project in a specific location.



*“We have set a benchmark by adopting a **paperless approach** thanks to AuraQuantic. Moreover, all the solutions we use including Jira, Navision, and Salesforce are fully integrated with the platform.”*

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Quality Manager at CAF Digital Services.

The “**business opportunity**” process ensures that all **potential opportunities** are documented in AuraQuantic for further analysis.

Furthermore, García highlights the positive impact of AuraQuantic during **external audits**. “When we receive the auditor’s visit, all the information is recorded in the platform, which makes it easier to locate the data and understand the internal procedures. Instead of requesting written documents, I review the flowchart with the auditor.” Thus, “AuraQuantic simplifies audits by providing a comprehensive view of operations while ensuring that all employees follow standardized procedures and consistently populate the same data fields, resulting in the generation of consolidated reports.”

05 Results

Process automation represents a key step in **improving business management**. In fact, all departments within CAF Digital Services, including IT, Cybersecurity, Quality, Risk Office and Purchasing, now use AuraQuantic for their daily operations.

According to García, “Now, procedures no longer start with reading a Word document, but by filling out digital forms, which is much more efficient.” The use of **digital forms** streamlines data collection and management by **eliminating manual tasks**, fully aligning with lean principles focused on efficiency and waste reduction. These forms are designed within AuraQuantic, featuring predefined fields that users can complete from any device with internet access. Once submitted, the data is **automatically stored in a centralized database**, making it easy to manage and retrieve when needed.

From there, AuraQuantic processes the data automatically, executing **various actions based on predefined configurations** such as generating reports or triggering automated workflows. By automating digital forms, AuraQuantic accelerates data collection and management, enabling tasks to be completed more efficiently and without human intervention.

Furthermore, García highlights that “as a digital subsidiary of the CAF group, we have set an exemplary standard by adopting a **paperless approach**, thanks to AuraQuantic.” In addition, “all the solutions we use, such as Jira, Navision and Salesforce, are fully integrated with the software platform.” This leads to multiple operational benefits such as seamless workflows, real-time updated data, increased visibility and transparency, reduced errors and redundancies, as well as an increase in collaboration, as detailed below:



Uninterrupted workflows:

Integrations via connectors enable task automation in AuraQuantic by allowing the platform to communicate with various external applications to retrieve necessary information. This streamlines workflows, centralizes data, and eliminates the need for users to repeatedly consult multiple applications ultimately improving efficiency and simplifying daily tasks.



Real-time data updates:

AuraQuantic provides “a comprehensive, accurate and up-to-date view of the status of projects and business operations, by automatically synchronizing data across all solutions”. Likewise, García adds that “CAF Digital Services has a **Data Governance Guide**, and the implementation of the established guidelines has experienced a significant improvement thanks to AuraQuantic. The company has a data warehouse that centralizes the information, where 90% of the data comes from the planning carried out with the process management functionality of the platform. In addition, data from other systems such as Navision and Jira are integrated.” This structure facilitates data management, contributing to more informed decision-making and optimized operations.



Increased visibility and transparency:

Synchronizing data between AuraQuantic and applications such as Jira, Navision, and Salesforce enhances process visibility, offering a more complete perspective of the company's operations.



Reduction of errors and redundancies:

Integrations help eliminate manual errors and redundancies by enabling data to flow seamlessly between solutions, improving the accuracy and consistency of information. Also, form fields are subject to quality rules designed to minimize human error. For example, if a project completion date is set for November 15, the system ensures that no project phase can extend beyond that date.



Improved collaboration:


AuraQuantic is a centralized platform that facilitates controlled access and data exchange between users, departments, and systems, ensuring interoperability and greater operational coordination.



Market research:

Since AuraQuantic does not have a market research system, the platform was integrated with CAF Group's CRM, Salesforce. This integration enables the automation of processes using data stored in the CRM, streamlining tasks such as sales management, customer follow-up, and report generation by consolidating information and improving operational efficiency. According to García, “Although prospecting is done with **Salesforce**, the sales team must manage the offers on AuraQuantic. This practice is fundamental, since it provides the Finance department with the necessary information for the annual closing forecast and allows other departments to allocate resources based on the projected workload.” Thus, AuraQuantic centralizes all the information related to offers, costs, associated revenues, and contingencies.

In light of the above, and given that CAF Digital Services operates more than 40 automated processes, the key benefits achieved with AuraQuantic include:

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- **Increased productivity and reduced errors**, with 85% of the workload automated through AuraQuantic.
 - **Complete elimination of paper usage**, promoting a more sustainable and efficient work environment.
 - **Shorter project management and task execution times**, resulting in improved responsiveness and agility.
 - **Faster, more informed decision-making**, enabled by real-time, comprehensive access to operational data.
 - **Improved data consistency and accuracy**, thanks to the seamless integration of AuraQuantic with other solutions.
 - **Faster and more efficient audits**, supported by instant access to up-to-date information and automation of critical review and follow-up processes.
 - **Faster consolidation of financial KPIs**, achieved through automated dashboards and reporting.

CAF Digital Services is committed to continuing its progress in process automation, positioning it as a key pillar of its business strategy. According to Garcia, upcoming projects include **employee onboarding, also known as digital onboarding**. Automating this process represents a significant advancement in integrating new employees, providing them with immediate access to essential information and resources, reducing administrative workload, and accelerating their adaptation period.

Moreover, by standardizing the onboarding process, CAF ensures a consistent and seamless experience for all new team members, fostering higher satisfaction and productivity from day one.



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transformation with **AuraQuantic**

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