



# How Infraspark is impacting Elecnor's operations?

Company

Elecnor – Data Centre

Country

Spain

Client since

2023

Assets

1394





## About Elecnor

Elecnor is a Spanish infrastructure, energy, and telecommunications company. They operate globally and are involved in various sectors, including renewable energy, power, industrial plants, and telecommunications. **The company focuses on providing sustainable solutions in energy and infrastructure development.**

Social welfare and environmental sustainability and development are critical to their vision. **For this reason, cutting paper and digitalising operations are essential for all future projects and expansion ideas in the company's roadmap.**

## Why did they choose Infraspak?

With client operational efficiency being such a high priority, they scanned the market for options and found Infraspak. **Elecnor ultimately decided on Infraspak as the best choice for automating daily tasks and its ability to centralise client communication fully.**

## Onboarding process

Much to the customer's delight, **the company's onboarding was rapid — just 2 weeks!** This was undoubtedly possible thanks to the work of the Customer Success Manager assigned to them on day one. **“Undoubtedly, the help Gonçalo (Customer Success) provided was key to guaranteeing the project's success. He would reply consistently in less than 24 hours with helpful solutions to our problems and requests.”**

It was also highlighted how their team found it **very easy to get used to the platform**, both from a software usability perspective and as a result of the training provided by Infraspak.

## How is Infraspak helping Elecnor perform better?

Elecnor uses Infraspak for all main types of maintenance management, as a critical central communication tool

with clients and as a way of organising reports and documentation. Centralising these functions and cutting paper from each process **has saved vast amounts of time (2 hours a week on work orders alone!), thanks to automation.**

## How do they want to build on their Infraspeak deployment?

Elecnor has onboarded a few clients onto **Infraspeak Next™** for reporting interventions and hopes to add more.

They also have plans to **integrate their BMS with the Infraspeak solution so both systems properly communicate**, reducing manual workloads such as crosschecking data.

They're also very excited about the possibilities of **Infraspeak Gear™** and think automation will “**reduce even further**” their “**corrective workload and (...) cut human errors.**”

## How is Infraspeak being a source of good life to Elecnor?

Optimising platform operations has proven to be a game-changer for Elecnor, **enhancing their daily performance.** This centralised approach allows for effortless communication with clients, rapid report delivery, and efficient management of work orders and planned tasks—**all from a single location.** The system ensures data integrity, providing access to information at all times, **even offline.**

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