



How did Orion meet 94% of its SLAs and standardise its maintenance management operations using Infrasppeak?

Company

Orion

Country

Brazil

Buildings:

59 just
in Brasília

Using Infrasppeak since

2019

Sector

Building Infrastructure
Management

Users

450+





About Orion

Orion, a leading Brazilian company, has been a specialist in Building Infrastructure Management since its establishment in 1996. Headquartered in Brasília, with an additional branch in São Paulo, the company prides itself on a workforce of over 2,000 professionals. Orion's comprehensive integrated and technological solutions, including maintenance, operations, construction, and infrastructure consultancy, are a testament to their expertise. Their focus on the preventive and corrective maintenance of electrical and HVAC systems, and building and industrial installations in electrics, electronics, air conditioning, plumbing, generators, structured cabling, CCTV, automation, and more, showcases their technical excellence.

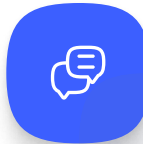
With a diverse client portfolio, Orion works with private companies, public entities, and government institutions, handling projects across Brazil. Committed to quality, innovation, and sustainability, Orion strives to exceed client expectations by providing efficient and customised solutions. The company holds ISO 9001, ISO 14001, and OHSAS 18001 certifications and has been honoured with prestigious awards such as the Top of Mind Quality Award and the National Innovation Award.

Orion's commitment to technical excellence and customer service positions the company as a leading reference in the Brazilian building infrastructure market.

Why did Orion choose Infraspak?

Many companies are turning to innovative technological solutions in their quest for efficient maintenance management. Before adopting Infraspak, Orion's management lacked standardised processes. Guilherme Franco Santos, Orion's Engineering Manager, noted that each contract used its Maintenance, Operation, and Control Plan (PMOC), leading to non-standardized management practices. This resulted in varying approaches from each manager, making it difficult for new team members to adapt and learn consistent procedures.

After testing various tools, the decision to unify all maintenance operations under a single platform became crucial. Infraspak was ultimately chosen because it best met the needs of the team, management, and the board of directors.



"We had already tried a few other tools. But for some reason — I think it was because of its intuitive interface — Infraspak worked for us. We also feel heard because we have a great relationship with the Infraspak team. So, we have the freedom to negotiate improvements we need."

— **Guilherme Santos**, Engineering Manager

So, besides a simple interface that pleased both technicians and company management, the close relationship between Infraspak and Orion was crucial for the decision-making process — and, of course, for making the implementation process more efficient and effective.

How was Orion's onboarding and implementation experience?

The implementation process took approximately 15 days, and it was mainly dedicated to correctly tagging equipment. Engineers visited the sites to determine which assets needed tagging.

The team underwent training to learn how to input data into the platform, distinguishing between occasional activities, preventive maintenance, and maintenance calls. This training was conducted by the Maintenance Planning and Control (PCM) company and the Quality team, both sectors responsible for ensuring the tool's proper use by all involved employees.

This change significantly impacted the company culture, so the team naturally encountered some challenges. Everyone needed to grasp the role of the new tool, especially how it could validate each person's workload. The platform provides real-time data on individual performance, which helps recognise those who contribute the most to the team. This shift allowed for better tracking of services provided, benefiting clients and enhancing team morale.

Apart from learning about the importance of Infraspak, the company's management believed it was crucial to use the platform until it became an essential tool in daily operations. Currently, the team uses it regularly, and some clients also have access to reports. Those who prefer closer oversight of operations use Infraspak Direct for this purpose.



What improved in their operation after using Infraspak?

Since implementing the Infraspak platform, Orion has seen a significant improvement in their SLA compliance rates, reaching as high as 94%. This positive change has been recognised by management and the technicians who use the tool daily, instilling a sense of optimism about the potential benefits of Infraspak in their operations.

This achievement was made possible because Infraspak streamlined the process of organising service deliveries, allowing for seamless activity tracking within the platform. Infraspak Direct has simplified communication with clients, enabling them to report issues systematically with all necessary information in their service requests. These service availability and reliability enhancements have also led to a notable decrease in customer complaints.

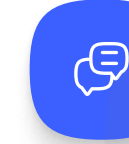
Furthermore, the platform's implementation has facilitated effective standardisation across the company. This means that services are executed straightforwardly and standardised regardless of whether the engineer is overseeing a process or contract.



"Currently, we have 59 buildings being monitored by Infraspak in Brasília alone, involving a team of approximately 400 trained professionals. This provides us with a comprehensive and standardised view of maintenance activities."

— **Guilherme Santos**, Engineering Manager

A vital aspect of this operational shift with Infraspak was using NFC tags on all equipment. This allows technicians to access comprehensive data about each asset using their mobile phones, including traceable information about past maintenance, manuals, and weekly and monthly maintenance plans. With all this information at their fingertips, professionals can perform their work more securely, documenting completed tasks with photos and detailed notes. On the management side, it's now possible to remotely track the work done by each technician.



"Infraspak enables us to keep our PMOC current by recording all maintenance activities. We use the app to justify material acquisitions, analyse team productivity, and create detailed monthly reports."

— **Guilherme Santos**, Engineering Manager



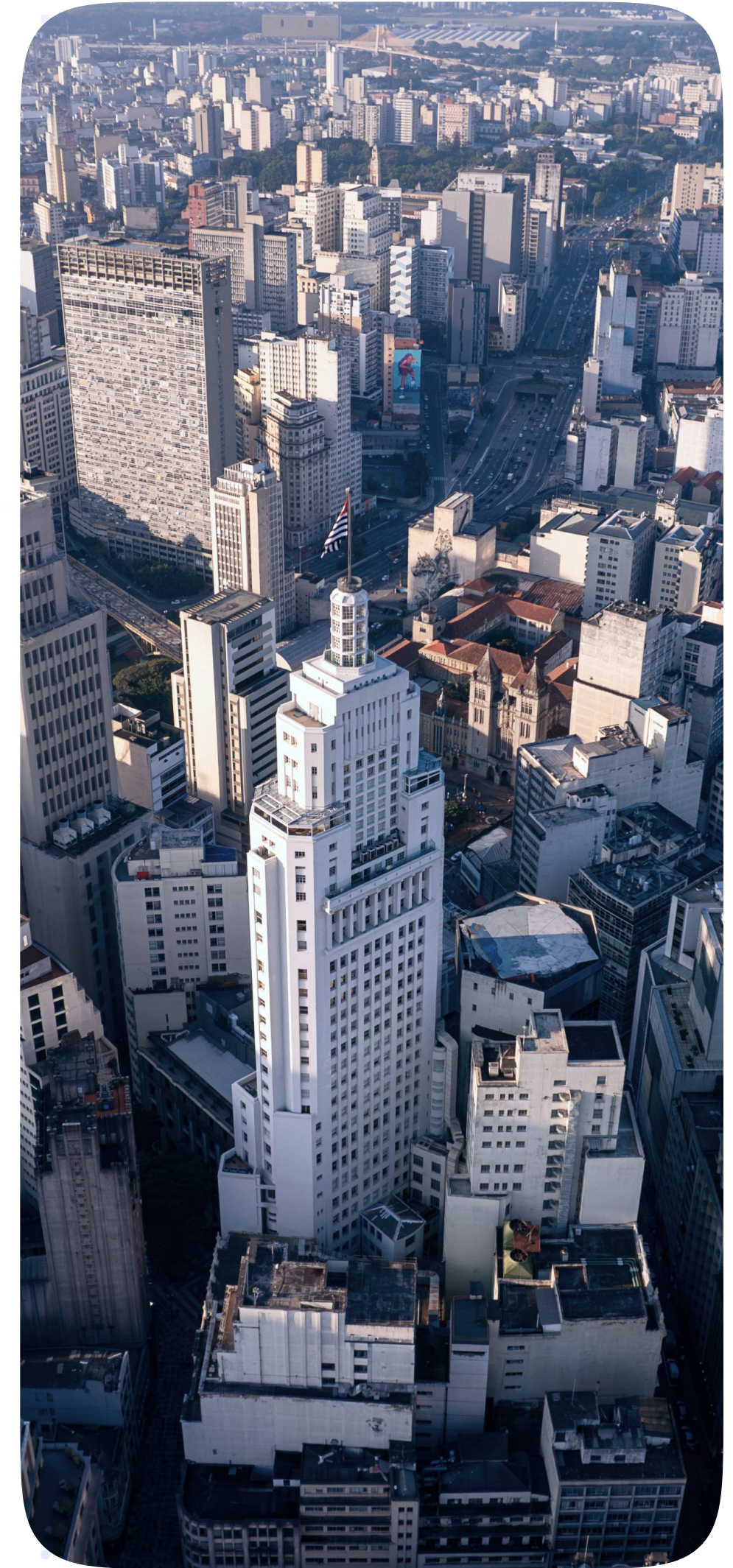
As an example of a successful operation, Orion highlights the case of the Confederação Nacional do Comércio (CNC), a crucial client. At the CNC Business Centre, a complex with four towers, operations are unique because a different client occupies each tower. These buildings feature advanced technological solutions, making maintenance management even more critical. Due to these challenges, the operation has a dedicated on-site team that provides 24/7 service. Implementing Infraspak successfully has been essential in unifying and conducting all operations with greater control and efficiency.

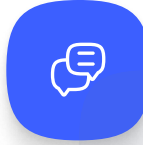


Orion's partnership with Infraspak has significantly improved their data and indicator management. The successful implementation of Infraspak has allowed Orion to standardise SLAs, establish standard metrics, and enhance time management and efficiency.

Some critical contracts already had predefined metrics, while others, especially standard building maintenance contracts, depended on each engineer's preferences. Currently, the team is working to standardise SLAs, establishing standard metrics to enhance time management and efficiency. Considering team mobilisation, this approach has enabled the definition of SLAs for emergencies.

Productivity measurement is another area managed through Infraspak. It allows tracking of monthly work volumes, the activities professionals are involved in, and the time taken for tasks. These insights are crucial for assessing team efficiency, identifying downtime, and ensuring quality activities are performed.





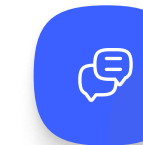
"It's essential to have data on how many and which activities a professional effectively participates in. This helps us determine if someone is idle and how much time is spent handling a call. If a task is completed faster than necessary, it's also a warning sign, as it may indicate that the job wasn't done with due care. We can evaluate technicians individually with this data and focus on continuous training."

— **Guilherme Santos**, Engineering Manager

What are the next steps for this project?

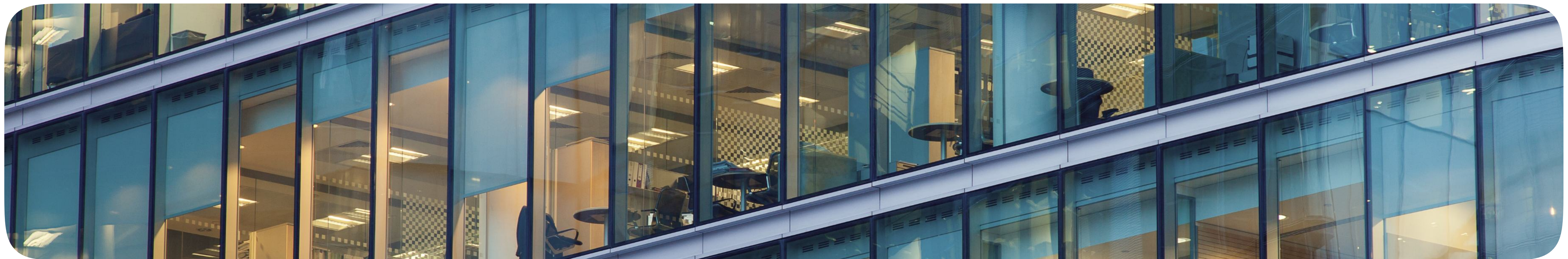
After several years of experience, it's clear that Infraspak has helped resolve operational issues and brought new challenges. For instance, finding ways to use the platform to make the team's operations even more efficient has become a priority.

With operations running more smoothly, the challenge now is to determine whether the team is optimally sized. This can be reconsidered using data from Infraspak. The platform controls activities and service calls, enabling managers to evaluate technician performance and improve efficiency.



"My dream is to optimise teams for each contract using Infraspak as a gauge, gaining more control over team activities. This way, we can make more informed decisions on the cost-effectiveness of each business deal."

— **Guilherme Santos**, Engineering Manager



Looking ahead, the company is focusing on standardisation. The goal is to gain greater control over operational efficiency, monitoring the percentage of completed activities each month and assessing whether the volume of maintenance calls aligns with the team's size and contractual obligations. There's also a desire to use Infraspak data to support other strategic tools in Orion's management.

How are they working to improve efficiency continuously?

Buildings are becoming increasingly efficient and sustainable daily, a growing market trend that Orion fully embraces. Leveraging data from Infraspak, the company aims to monitor real-time water and energy consumption, bolstering its energy and water efficiency foundations. This detailed data analysis enables the identification of high-consumption areas. It facilitates the implementation of measures to optimise resource usage, thereby enhancing environmental sustainability and reducing operational costs for buildings.

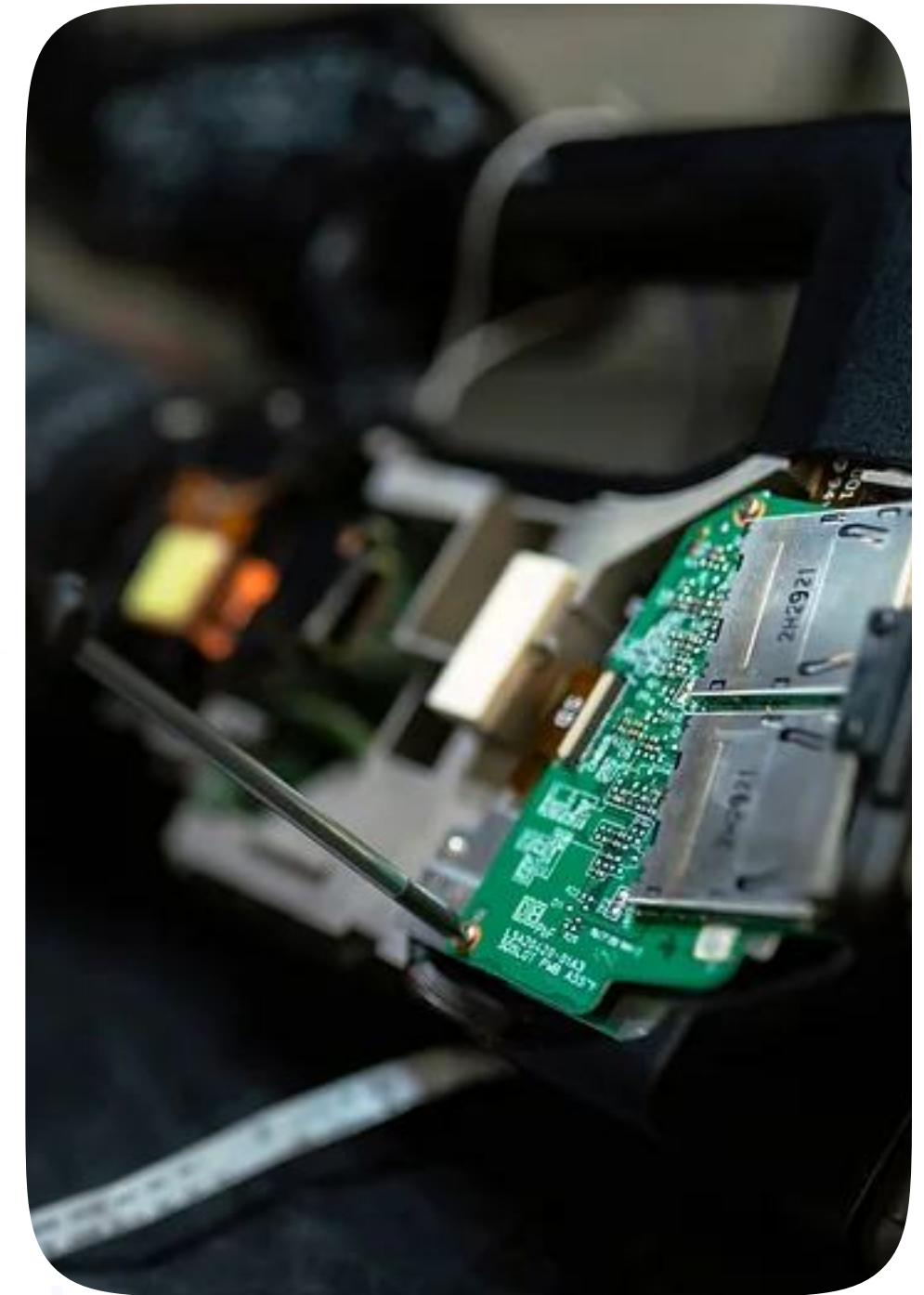
Furthermore, recording additional activities such as recycling and waste management expands the tool's

utility, positioning it as an ally in pursuing sustainability certifications and promoting healthier, more efficient environments for clients.

And the outcome? A successful partnership.

This story is still ongoing, but so far, Orion considers the balance of this partnership positive — reflected in the successful standardisation of processes and achieving a 94% SLA compliance rate.

An example of this collaborative process was Orion's need to track the distance travelled by technicians to estimate fuel consumption. The company raised this issue with Infraspak, leading to the implementation of geolocation functionality.





"We previously requested this from Infraspak, and our concerns were heard. It's crucial for us to continue using the tool with our clients, even after four years. Infraspak has been implemented across all our contracts, demonstrating the management's trust in the solution and its longevity."

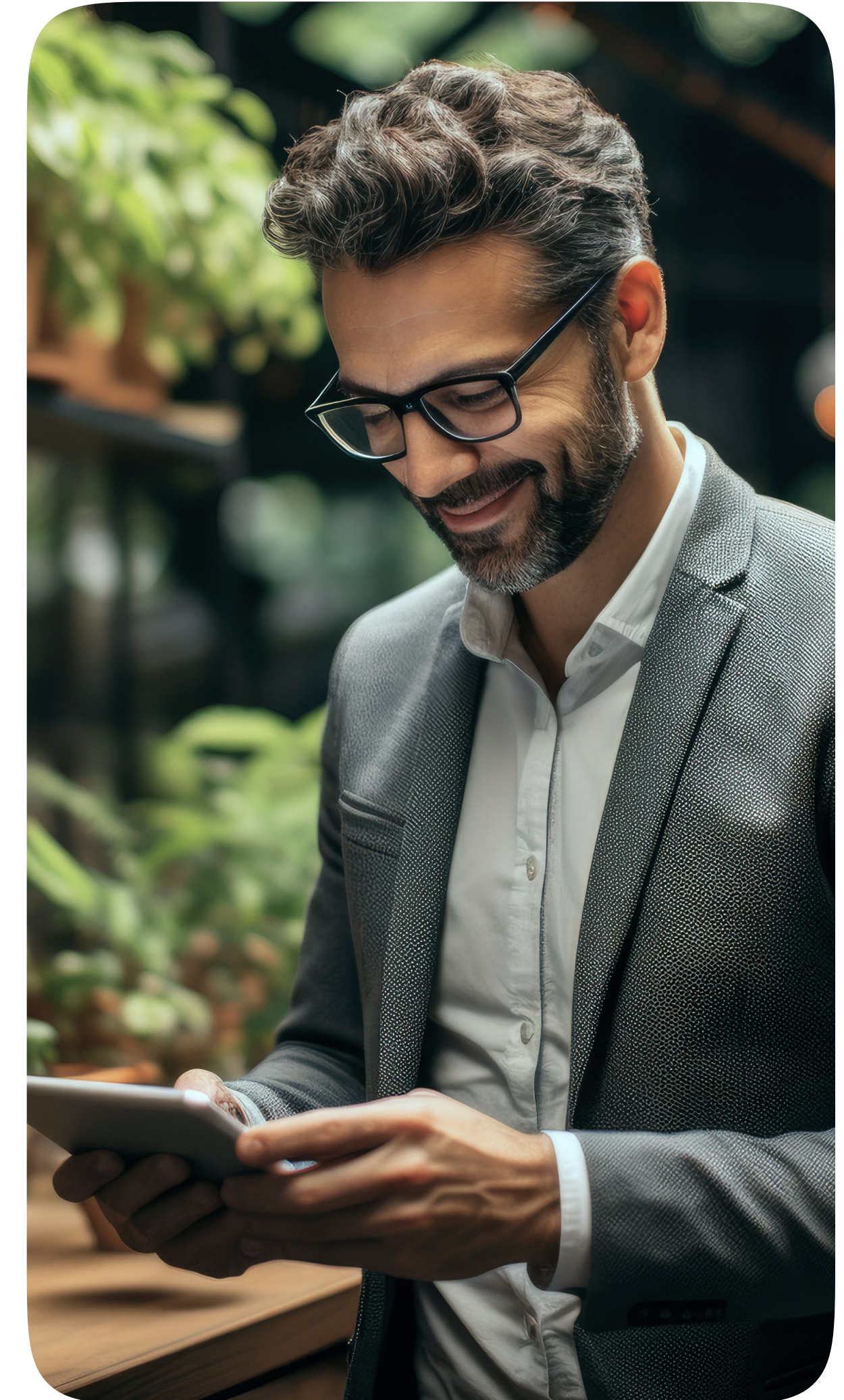
— **Guilherme Santos**, Engineering Manager

The company believes in the tool's success due to its continuous improvements, allowing customisations to fit Orion's realities and demands. Moreover, the standardisation achieved through Infraspak enables new employees to join operations with a clear process manual, eliminating the need to start from scratch. "**The engineer arrives already knowing the ropes,**" concluded Guilherme Franco Santos.

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 **INFRASPEAK** +  **Orion**