



How did the Infraspak-SAP integration transform Sinal Mais operations?

Company

Sinal Mais

Country

Portugal

Foundation

2010

With Infraspak since

2022

Employees

~ 400

Clients

~180

Number of active users

115

Number of assets

5600



• About Sinal Mais

Sinal Mais is a Portuguese facility services provider specialising in creating integrated solutions for its customers.

The company carries **ISO-quality certificates** and specialises in FM, catering, pest control, hygiene and cleaning services and several other verticals. It uses several pillars from the **maintenance 5.0** philosophy

playbook - they aim to increase companies' efficiency whilst protecting their sustainability, and safeguarding the human component of provided services.

They were a natural fit for the Infraspak platform. António Crespo, CAFM/Project manager at Sinal Mais is an active member of the IFM community.

• What are Sinal Mais main uses of the Infraspak platform?

Like many customers, **Sinal Mais relies on Infraspak to deliver real-time management of work orders and planned jobs**. This has been transformative in several ways, for example, in their cleaning unit. They used to rely on work completion sheets which were inefficient and slow. Everything is now available on their technicians' smartphones — it's as simple as scanning an NFC tag and accessing centralised datasheets on all assets and locations. They also rely on Infraspak for their **procurement process**. They value the Stocks app highly as it streamlines their inventory management, and also use the Purchases app to manage their quotes, often using

the Infraspak Network™ — the dedicated shared workspace which connects them with clients and helps them with end-to-end collaboration on purchasing processes — from quote request to job execution.

António also made it clear just how useful it is being able to bring suppliers onto the same Infraspak platform that he and his team rely on every day. António often has several small, family-run companies (for example in the gardening vertical). Connecting these types of organisations allows him to work much more closely than before, and helps him to support them in completing their work. This is crucial



for keeping contracts and opportunities alive for these smaller businesses that may not have the same resources as bigger ones.

They were one of the first companies to test the Network, and to quote António, this helped them as they are “always communicating with several service partners”. Centralising all this communication into one digital platform has been very useful, and added “harmony and uniformity” to their work processes. With Infraspak, António found a “simple, intuitive, practical and functional” tool that has successfully added standardisation and harmony to his operation.

• Why did Sinal Mais choose to integrate Infraspak with SAP?

Sinal Mais places particular emphasis on having a centralised, uniform system configuration for their operation. They help to deploy complex projects for their clients and for this reason, an integration with an ERP was a logical next step. This type of software helps organisations centralise several business processes, such as finance, human resources, inventory, and supply chain management, whilst reducing the risk of human error and supporting better decision-making.

The maintenance division can now take real-time action regarding pricing, suppliers and cost centres **without needing to duplicate actions on SAP** and without worrying about making mistakes. The result has been a considerable “**reduction in admin work**” as they used to lose a lot of time closing an account (sending off invoices, updating inventories etc) — with **SAP this is all done automatically**. Our Champion explained the importance of centralised data in the following terms:

“There is no need for supervisors and operational teams to work in SAP. We want these people to focus on operations, and this integration allows them to have the resources that are in SAP on the Infraspak platform.”

• How did Sinal Mais find the activation process for the SAP–Infraspak integration?

The SAP integration was one of the key components of the original commercial proposal between Sinal Mais and Infraspak, and after signing, the migration and completion process took about 3 months. Due to the complex nature of the data that Sinal Mais is looking to process, they took the strategic decision to divide this process into several phases with certain verticals/units being tested first, before rolling out the integration to all cost centres and data types.

Phase one has been a success. The next stage of the integration will be to synch sales data with operation costs on Infraspak with the aim of having automatic sales closures set up across the two systems. António added that he “expected that the following phases will run like the first and have a positive impact on our level of service quality.”

Talk to one of our specialists and learn how Infraspak can make your operation truly intelligent, connected and collaborative.

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