

## Aguas Nuevas



### An enterprising organization.

Aguas Nuevas S.A. manages the water companies of several regions in Chile (XV, I, IX, and XII) through its plants in Aguas del Altiplano, Aguas Araucanía, and Aguas Magallanes. Currently, Aguas Nuevas is controlled by Grupo Solari, the fourth largest water management organization in Chile, with a market share of 8.6 percent and more than 340,000 customers in the regions in which it operates. Aguas Nuevas uses Infor™ EAM Enterprise Edition Call Center to improve the customer service it provides.

### Setting the strategy.

Companies that implement Infor EAM Enterprise Edition Call Center can see a significant reduction in the time to reply to customers. It provides a unique view of customer requirements and generates preventive maintenance tasks and reports, with all information available online at all times.

Aguas Nuevas acquired the Infor EAM solution as part of its strategic initiative to enhance its customer service infrastructure and business processes, collect customer interaction data more effectively, and apply it consistently across their enterprise.

“When we evaluated the features we required, Infor’s EAM call center solution was the only real choice for Aguas Nuevas.”

RENATO MATURANA, CUSTOMER  
CORPORATE MANAGER, AGUAS NUEVAS

## Customer Profile

### Getting business specific.

"When we evaluated the features we required, Infor's EAM call center solution was the only real choice for Aguas Nuevas," says Renato Maturana, customer corporate manager, Aguas Nuevas. The Infor EAM solution provides Aguas Nuevas with a comprehensive, fully-integrated application to manage customer interactions, measure the amount of time it takes to respond to customer inquiries, and track customer assets.

### Seeing results.

"Thanks to Infor EAM Enterprise Edition's comprehensive functionality, user friendly interface, and ease of use, we have seen rapid results, improving the service we deliver to our 340,000 customers," says Maturana. Infor EAM also has helped Aguas Nuevas to meet regulatory standards, as well as the company's high internal quality standards mandated by their ISO 9000 certification. "With the key performance indicators we have established, we look forward to gaining greater insight into our performance, production, and quality of service in our three plants."

Infor continues to evolve its business-specific solutions with extended functionality to keep pace with customers' changing needs. At a time when Aguas Nuevas is seeing significant growth, Infor offers the company a vital competitive advantage by giving it the tools for enhanced operational visibility and service management, ultimately resulting in improved customer service.

### About Infor.

Infor delivers business-specific software to enterprising organizations. With experience built in, Infor's solutions enable businesses of all sizes to be more enterprising and adapt to the rapid changes of a global marketplace. With more than 70,000 customers, Infor is changing what businesses expect from an enterprise software provider. For additional information, visit [www.infor.com](http://www.infor.com).

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