
Case Study

AoFrio's tailored approach elevates Latin American bottler's asset management

Our client, **Bepensa Bottling Group**, is one of the largest Bottlers in the Southeast of Mexico and the Dominican Republic. The bottler oversees a fleet of approximately 2,000 vending machines, serviced by sellers and technicians. AoFrio's Monitor implementation addresses the challenge of money shortages by providing detailed visitation data, ensuring accountability, and supporting the company's commitment to operational integrity.

Executive summary

Bepensa Bottling Group, encountered significant challenges with cash shortages in their vending machine operations. The machines are maintained by two essential personnel: the **Seller**, tasked with restocking and revenue collection, and the **Service Technician**, responsible for addressing equipment malfunctions as reported by various stakeholders. This case study delves into how AoFrio's innovative technology helps Bepensa identify the source of the cash deficits in their vending machines and bolster their asset management capabilities.

Challenge

The primary challenge faced by Bepensa was the inability to determine whether sellers or technicians were accountable for the cash deficits registered by their vending machines. Although operational audits verified that the machines were in optimal working condition, the issue of shortages continued. This situation required a solution capable of precisely monitoring visits and related activities.





Solution

The solution involved operational changes focusing on key control and the integration of advanced technology for enhanced surveillance. The [AoFrio Monitor](#) was chosen for its ease of installation, non-reliance on power sources, and detailed tracking capabilities.

Assets and Refrigeration Chief, Bepensa, attests to its effectiveness:



In our search for a user-friendly solution, the AoFrio Monitor stood out. It provided precise information on the exact day and time of vending machine access, as well as the identity of the user, enabling us to swiftly address the issue of cash theft from the machines.



**- Jesus Sanchez Azcorra -
Assets and Refrigeration Chief, Bepensa**

Result

The installation of AoFrio's Monitor has transformed Bepensa's approach to the management of vending operations. A rigorous key control protocol was introduced, ensuring that technicians are equipped only with the keys necessary for their specific service routes, thereby sustaining security and accountability. The Monitor's installation is straightforward, requiring just a double-sided adhesive strip for attachment to any surface, and operates independently of power sources, thanks to its durable five-year battery life.

The [AoFrio IoT ecosystem](#) offers sophisticated asset control capabilities, resulting in detailed insights into each interaction with the vending machines, including the identity of the person, the timing, and the duration of visits. This level of precision in tracking facilitated the identification of unauthorized after-hours access by sales personnel, with the Monitor recording the instances of machine openings.

Armed with this extensive data, Bepensa conducted comprehensive investigations within the Commercial and Refrigeration departments. Subsequently, the results were presented to the Human Capital team to ensure the implementation of appropriate actions, consistent with the company's policies. The AoFrio Monitor not only maintained the integrity of Bepensa's operations but has also highlighted the company's transparency and adherence to ethical standards.



Conclusion

This case study highlights the effectiveness of the AoFrio Monitor in addressing the issue of cash shortages within vending operations. Through the provision of accountability and meticulous tracking, Bepensa successfully maintained the integrity of its operations and implemented measures that were in strict accordance with company policies.

Collaboration was key to this success. The teams from AoFrio and Bepensa, including Jose Antonio Novelo, Diego Dzul Sonda, and Jesus Alejandro Sanchez Azcorra of Bepensa, alongside Nizel Zaldivar Castro from AoFrio, worked together to resolve the problem and deliver a solution that significantly improved client operations.