




 Argentina

 1,001-5,000 employees

 Food & Beverage Industry

Mastellone Hnos. is a leading player in the dairy sector in Argentina, with over 90 years of experience. The company operates a production and distribution network that supplies over 60,000 retail customers and exports to 42 countries.

**+500 hrs**

saved in Service Management thanks to process automation.

**70%**

adoption rate of the tool, resulting in nearly all incidents being generated through the self-service portal.

## Case study



# How Mastellone Hnos. Saved Over 500 Hours a Year in Service Management with InvGate



## Challenge

Mastellone Hnos., one of Argentina's leading dairy companies, faced the challenge of modernizing its technological infrastructure to improve the efficiency and visibility of its IT operations.

The implementation of InvGate marked a strategic shift that optimized ticket management, automated processes, and enhanced the user experience.

## Solution

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**Dashboards and reports**  
 Provided real-time visibility into key metrics, such as response times and incident types.
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**Processes and automations**  
 Optimized workflows improved request management and incident resolution.

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**Self-service portal**  
 With more than 70% of tickets generated through the self-service portal, Mastellone achieved a more streamlined support experience and more organized Service Management.
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**Outstanding support**  
 With ThinkHub's support, Mastellone successfully implemented InvGate's tools, completely transforming its Service Management.



“With InvGate, we have taken a significant leap in the visibility and organization of our IT operations. Today, we can demonstrate the value of our work with clear metrics, automate key processes, and be better prepared for future challenges. It's been a cultural and strategic transformation that has made all the difference in our operations.”

Pablo Pascual  
Head of IT Governance at Mastellone Hnos.

InvGate recognized in  
Gartner's 2024 Market  
Guide for ITSM Platforms



Asset  
Management

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Service  
Management