CASE STUDY

DEFIBA modernizes asset management with Octave Attune EAM

Key facts:

Company: DEFIBA S.A.

Industry: Logistics

Country: South America

Octave products used: Attune EAM *(HxGN EAM)*

Key benefits:

- Real-time asset visibility and digital workflows eliminated errors, reduced downtime and streamlined maintenance
- Automated reporting and invoicing accelerated processes from weeks to days, enhancing customer responsiveness
- Digital tire tracking and preventive maintenance insights improved asset performance

DEFIBA S.A (Depósito Fiscal Buenos Aires) is a long-established leader in Argentina's port logistics and fiscal deposit sector. Founded in the 1960s and expanded in the 1990s to include fiscal deposit services, the company today operates across Buenos Aires, Córdoba, Bahía Blanca and Pacheco. Its operations depend on a large and diverse fleet of containers, reachstackers, forklifts, semi-trucks, tractors and cranes.

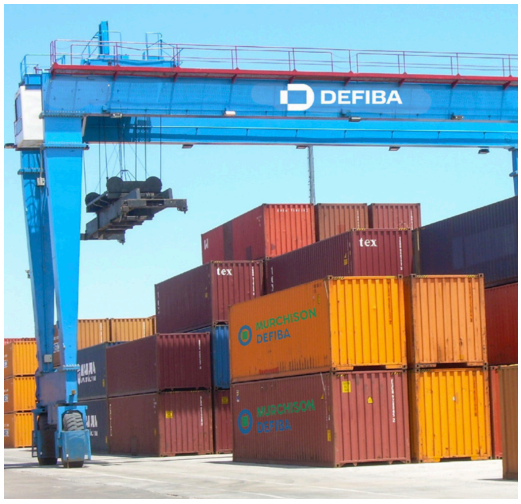
As the business grew, so did the complexity of managing its 169 assets across multiple sites. Traditional, manual processes were no longer sufficient to meet rising customer expectations or the pace of modern logistics. To enhance efficiency, reduce errors and deliver greater reliability, DEFIBA hired PRIUX, a specialist in asset management and a trusted Octave Channel partner, to implement Attune EAM and replace outdated manual systems with a fully integrated digital platform.

Challenges

The rapid expansion of DEFIBA's operations brought significant challenges that affected both productivity and customer satisfaction. The company faced difficulties in coordinating asset maintenance, tracking equipment performance and generating timely reports.

The most pressing pain points included:

- **Reliance on manual processes –** handwritten receipts, paper checklists and fragmented spreadsheets caused frequent errors and data loss



- **Maintenance bottlenecks –** hour-meter readings were only collected once a month, resulting in a backlog of preventive tasks and overloaded workshops
- **Limited asset visibility –** the lack of real-time asset monitoring meant equipment issues were often identified too late, increasing the risk of unexpected downtime
- **Tire management issues –** tire wear and recapping were tracked manually, leaving gaps in performance data and limiting cost-control efforts
- **Delayed reporting and invoicing –** invoices and operational reports often took more than a week to prepare, slowing decision-making and straining customer relationships
- **Previous system shortcomings –** earlier attempts to modernize operations using other tools produced inconsistent results and failed to address the company's full needs

"We selected Attune EAM because it is one of the most comprehensive solutions on the market. It adjusted to our existing needs, enabling us to design a logical process flow that increases productivity and strengthens control of our assets. The implementation, carried out with PRIUX's expertise, allowed us to track data and access information that enhances efficiency and optimizes customer service."

María Laura Duek
IT Manager,
DEFIBA

Confronted with these limitations, DEFIBA sought a solution that would deliver accurate data, enable real-time decision-making and provide a scalable foundation for its growing logistics operations.

Solution

To resolve its challenges, DEFIBA implemented Attune EAM with the support of PRIUX. The new platform unified previously fragmented processes across four sites and 169 assets, replacing paper-based routines and outdated tools. Core modules for asset management, maintenance, operations, inventory, purchasing and reporting were deployed, while mechanics and technicians adopted mobile apps to log readings, create work orders and flag issues in real-time.

Alongside the technology rollout, the organization prioritized training and change management. PRIUX first trained key project leaders, who then guided teams across the company. Collaborators soon embraced the new workflows, appreciating faster reporting, better visibility and greater accuracy. Attune EAM has since become the backbone of DEFIBA's operations, ensuring data integrity, streamlined processes and a solid foundation for future growth.

Results and benefits

With Attune EAM in place, DEFIBA achieved measurable improvements across its operations:

- **Full asset visibility –** real-time data provides accurate insight into equipment status and faster detection of issues
- **Smarter maintenance –** preventive work is planned proactively and evenly across the fleet, minimizing downtime and avoiding workshop bottlenecks
- **Greater accuracy –** digital checklists and meter readings eliminate errors from handwritten logs
- **Efficient workflows –** work orders and spare parts requests are created, tracked and resolved directly in the system
- **Optimized tire performance –** digital wear and recapping data improve cost control and support better purchasing decisions
- **Faster decisions –** reports are generated in days, not weeks, strengthening responsiveness
- **Stronger market position –** reliable, transparent operations boost customer trust and showcase DEFIBA's commitment to innovation driven by digital transformation

Future plans

Building on its success with Attune EAM, DEFIBA is preparing to extend the solution into new areas of the business. The company plans to integrate the platform with its Softland ERP system, which will allow for unified management of suppliers, cost centers, purchase orders, receipts and exchange rates. By connecting these processes, DEFIBA expects to streamline financial workflows and improve overall visibility into costs.

DEFIBA continues expanding its digitalization, incorporating general purchases in order to further reduce manual work and ensuring compliance with local fiscal regulations. DEFIBA is exploring additional Octave solutions and AI capabilities to enhance performance, safety and regulatory compliance. These initiatives represent the next phase in DEFIBA's journey toward operational excellence and digital leadership in the logistics industry.

About Octave

Octave is a leader in enterprise software, turning data into decisive action and intelligence into your edge. Our software solves for and simplifies complexity, from the design and build to operations and protection of people, property and assets – for any scope, at any scale. For decades, we've partnered with customers to sharpen performance, elevate efficiency and amplify results. From factory floors to entire cities, our solutions are tuned to scale up what's possible from day one onward.

©2026 Octave Intelligence plc and/or affiliates. All rights reserved.