How Segarra Engineering Saved $7,000 Monthly

Segarra Engineering was growing quickly but struggling with outdated systems and manual processes. This case study shows how the firm adopted Omnant to streamline operations, improve customer service, and achieve significant cost savings.

The Challenge

Segarra Engineering, a growing geotechnical firm in Puerto Rico, relied on outdated spreadsheets and manual processes that slowed operations. Report generation took three hours each day, limiting leadership's ability to focus on business development.

Customers faced delays in receiving reports, and sensitive data was at risk due to inefficient systems. The lack of automation created bottlenecks that affected both internal workflows and client satisfaction.

Without a modern solution, the company risked stalled growth and continued operational inefficiencies.

The Approach

1. Trusted recommendation

A former Omnant employee recommended the platform, and a demo showcasing its capabilities convinced Ruben Segarra to move forward.

2. Replacing outdated systems

Omnant consolidated customer and business management into one platform, eliminating manual spreadsheets and legacy databases.

3. Results after implementation

Implementation took 2 months, due to internal adaptation. Once live, the firm saw immediate efficiency gains, improved security, and faster reporting.

The Solution

Administrative wins

- Eliminated manual report preparation
- Stronger protection for sensitive data
- Simplified internal processes for quicker turnaround

Operational gains

- Instant report access through the portal
- Removed outdated spreadsheets
- Shared data entry across the team

Financial impact

- Achieved $7,000 in monthly cost savings
- Recovered 3 hours per day for leadership
- Delivered measurable ROI that supports long-term growth

Customer advantages

- Easy self-service access to reports
- Significantly reduced wait times for deliverables
- Enhanced overall client experience and satisfaction