mendix × vivix

Vivix Vidros Planos produces float, laminated, and mirror glass primarily for Brazil and Latin America.

To accelerate its industrial transformation and become a more data-driven manufacturer, Vivix leveraged Mendix to digitize core production processes, improve traceability, and enhance decision-making across its glass manufacturing operations.

THE CHALLENGE

Building a data-driven operation

As Vivix pursued a multi-year digital transformation strategy, many **critical manufacturing processes still relied on spreadsheets**, paper records, and manual data consolidation.

While the company had invested heavily in automation technologies, **gaps remained between operational systems and business processes**, making it difficult to efficiently manage production data and gain actionable insights.

Limited traceability and fragmented information slowed response times to quality issues and customer complaints, while manual processes constrained productivity and scalability.

Vivix needed a modern platform that could **connect data, digitize operations,** and support its vision of becoming a more resilient, data-driven organization.

"In the past, Vivix didn't have a solid foundation for its data architecture and information for industrial processes. When looking at layer four, the control layer, we used SAP. But almost all the information that was fed into it was data we consolidated manually."

Aristóteles Terceiro Neto
Industrial Transformation Manager

THE SOLUTION

Digitizing production with low code

After **evaluating more than 18 technology options**, Vivix selected Mendix as the foundation for its industrial transformation program. Using the platform, the company digitized key manufacturing processes, including **product traceability, production management, statistical process control (SPC), operational shift checklists, and CAPEX management.**

The team rapidly delivered new solutions, building its **Checklist App in just one month** and its **CapEx Information Management App in only three weeks**. Over the course of a single year, Vivix **delivered 17 Mendix applications** that connected data, increased transparency, and improved decision-making.

As its digital capabilities matured, Vivix **expanded into AI-powered innovation with the Virtual Engineer,** a generative AI assistant built with Mendix and Amazon Bedrock. The solution helps employees access operational knowledge, analyze production issues, and quickly identify the information needed to resolve challenges on the factory floor.

"I personally request that new projects with the engineering team are built in Mendix because I know it's fast and high-quality. It offers the consistency and reliability that we need as we scale."

Raissa Alencar
Process and Continuous Improvement Engineer

THE RESULTS

Driving measurable, productivity gains

Vivix delivered measurable gains across productivity, quality management, and operational responsiveness. By replacing manual processes with connected digital applications, the company **saved more than 6,000 hours of manual work in 2023.**

Access to real-time production and traceability data enabled teams to resolve manufacturing issues significantly faster, **reducing troubleshooting efforts by approximately five hours per incident** and allowing engineers to focus on higher-value improvements.

The introduction of the AI-powered Virtual Engineer further enhanced responsiveness, helping **reduce customer complaint resolution times from five days to less than one day**. Production teams also became **85% faster at responding to shop-floor issues,** strengthening both service quality and operational performance.

Together, these improvements have helped Vivix become a more agile, data-driven manufacturer with a strong foundation for continued innovation and smart factory initiatives.

"Mendix has remarkable alignment with our industry and has helped us deliver digital solutions that fulfill any need inside of our business."

Aristóteles Terceiro Neto
Industrial Transformation Manager