



STATE-OF-THE-ART SOLUTIONS SUCCESS STORIES VOL.3





CONTENTS

AMARILLA GAS S.A.	3	EMPAQUES BELÉN	27
CLARO	5	BANCO GUAYAQUIL	29
SILSTECH	7	GRUPO AQUAGOLD	30
ÖLZ DER MEISTERBÄCKER	9	UNICEF COOPERACIÓN	33
STRABAG SE	11	RICOH	35
COMUDEF	13	COOPERATIVA MIXTA DE SERVICIOS DE SALUD	
IST	15	COMSALUD	37
UNIVERSIDAD DE VALPARAÍSO	17	MILLENIUM	39
CLARO COLOMBIA	19	ASOCIACIÓN DE AFP	41
UNIVERSIDAD TECNOLÓGICA DE BOLÍVAR	21	CARDNET SA	43
VENTAS Y SERVICIOS BANCO OCCIDENTE	23	UTEPDA	45
AMERICA SERVICE	25		



CLIENT PROFILE

Born in the 1960s, AMARILLA GAS is a family-owned company that emerged in the Argentinian Province of Chaco with the objective of serving the fuel market and other sectors. Over time, the company shifted its focus towards providing solutions for the commercialization of clean fuels in various industries, offering a practical, reliable, and environmentally-friendly alternative in the form of Liquefied Petroleum Gas (LPG).

COMPANY SIZE

AMARILLA GAS has 700 associates in over 27 commercial operating points in Argentina.

CHALLENGE

With the goal of putting customers at the center of their operations, AMARILLA GAS set out to cater to their customers' demand for supply management at their establishments and enhance the efficiency of their logistics for better service and supply.

SOLUTION

In partnership with CUSAT, Claro Argentina has successfully introduced the Telemetry service to all of AMARILLA GAS' bulk gas tanks. The implementation offers clear statistical analysis of key information that is user-friendly and easy to understand.

BENEFITS

By implementing the Telemetry service, AMARILLA GAS has improved customer communication. This innovative solution offers a differential edge to the company and has enabled it to deliver unparalleled benefits to its clients.

AMARILLA GAS S.A.

<https://amarillagas.com/> | Energy



ARGENTINA



TELEMETRY

A remote communication system that allows information to be collected, processed, and transmitted from one electronic device to another. It is achieved by sensors that measure physical and chemical quantities (waves, fluids, temperature, vibration, pressure, voltage, speed, and time, among others).

“

We believe that implementing Claro Argentina’s Telemetry service is critical to optimizing and expanding our logistics. The proactive refueling service, and the constant search for customer loyalty through identifying and solving everyday issues, such as the lack of supplies, have proved invaluable.

A company whose primary fuel is LPG, which is not supplied fluently in time and form, has insurmountable operational problems when analyzing performance and costs. Claro Argentina’s solution allows us to stay ahead of what is happening with our clients’ product storage. This enables us to respond quickly, manage fuel, and dispatch it as needed.

It also allows us to optimize costs, be efficient in delivery, and add value to the service we provide to our customers”.

Guillermo Steffoni

Technical Manager



CLIENT PROFILE

As part of “Digital Transformation,” the concept of IoT – Internet of Things – was developed to identify and manage assets or objects through automated equipment or systems, using new technologies and obtaining additional value for both the business and the end user.

Given the constant and dynamic evolutionary change in the markets, Claro Argentina has consolidated the “IoT Partners” program, which aims to select IoT developers to empower them under a Win-Win strategy.

América Móvil is the leading global integrated telecommunications services company in Latin America. With the exception of China and India, it has the most mobile subscribers. The company’s world-class communications platform enables it to offer its customers a portfolio of value-added services and enhanced communications solutions in 25 countries in Latin America, the United States, Central and Eastern Europe, and the United States.

CUSAT is an Argentinian company specializing in designing and creating IoT solutions to transform businesses and industries digitally. Claro Argentina relies on its technology partner, CUSAT, as a solution enabler with vast experience in the market.

COMPANY SIZE

Claro Argentina is a subsidiary of América Móvil, S.A.B., C.V. BMV: AMX [NYSE: AMX]. [NASDAQ: AMOV] [LATIBEX: XAMXL], the leading provider of telecommunications services in Latin America with operations in 18 countries across the Americas.

CHALLENGE

Provide motion detection (accelerometer) and real-time location of passive network elements (FTTH access boxes / F.O. junction boxes) that could be susceptible to theft.

SOLUTION

Installation of very low power consumption electronics in communication (IoT) with a manager/platform for event reception (Motion, location, temperature, etc.)

Claro Argentina implemented a vandalism prevention solution on its GPON network, which incorporates various sensors, such as GPS, cabinet opening, accelerometer, etc., and NB-IoT (Narrow Band-IoT) connectivity to detect unwanted intrusions to the fiber network in real-time and trigger dissuasive actions, to prevent the intrusion that leaves our customers without service.

To minimize theft of these passive network elements, we decided to install sensorized NB-IoT devices, activated immediately upon detection of sudden movement, enabling the technical team to respond quickly to a possible service outage.

CLARO

<https://www.claro.com.ar/> | Telecommunications



ARGENTINA



“

BENEFITS

One of CUSAT’s main challenges was to develop a battery-powered device that would operate without access to the power grid. We were able to do this by using Claro Argentina’s new NB-IoT network, which operates under 3GPP standards to support the communication of IoT devices and ensure a battery life of up to 5 years. Through this implementation, we can quickly identify when there is an intentional outage of the passive GPON network due to theft or vandalism and repair it quickly.

In addition, it enables the company to initiate measures such as intercepting the stolen network components in transit or carrying out raids on residences where the stolen items are suspected to be located.

Data transmission standard designed to support communication between simple, low data consumption and high autonomy devices. This allows them to be connected to the Internet and thus be monitored and controlled from anywhere and at any time.

Claro Argentina’s new Narrow Band-IoT network is an evolution in the age of connectivity that allows us to connect devices, sensors, and objects more efficiently and with lower costs. This technology improves the useful life of batteries, which can last from 1 to 10 years, and thanks to the low frequencies it uses, it can provide coverage in places that are difficult to access, such as second subsoils,” stated Walter Nigolian.

Walter Nigolian expressed his gratitude for the implementation of the technology in the Monitoring and Asset Management solution, as it has granted the network greater control and reduced vandalism. Moreover, it has enabled the technical team to respond swiftly and uphold the reliability, stability, and quality of service.

In Claro Argentina, we are working on modeling this solution to offer it commercially to customers who wish to monitor their assets more efficiently and thus optimize their business.

By developing it with our partner, we hope it can be scaled to other industries for its implementation.”

Walter Nigolian

Value-Added Service Manager - Claro
NB-IoT (Narrowband Internet of Things)



CLIENT PROFILE

Created in 2017, SILSTECH is a technology company from Córdoba founded to meet a need in the fuel transportation sector. Based on the three fundamental pillars of the industry (cargo safety, road safety, and logistics), the SILS product, Integral Logistics and Safety System, is to be implemented in fuel transportation in the country. SILS combines software and hardware development advantages to offer a world-class mobile solution.

COMPANY SIZE

SILSTECH has 60 employees in different areas, the most important of which are software development, R&D, and after-sales. Its headquarters are located in Córdoba, but it is distributed throughout the country for its deployment. The company is in the process of opening two representative offices in Mexico and Paraguay. Pilot tests of its products in the fuel transportation sector are already being carried out in these countries.

CHALLENGE

To develop an integrated management system for fuel transportation, valid for all participants in the distribution chain in the country, that will improve product traceability, minimize asset losses, and improve the quality of transportation.

SOLUTION

By implementing Claro Argentina's private APN (Access Point Name) service, SILSTECH has achieved an M2M (Machine to Machine) communication channel with high levels of security to transmit Video Mobile throughout Argentina, from the vehicles that travel the roads daily directly to its servers.

BENEFITS

It is expected that, by completing the deployment of the system throughout the country, SILSTECH will:

- Reduce 30% of road accidents.
- Significantly reduce fuel consumption, thus favoring the environment.
- Improve the traceability of the product throughout its dispatch, reduce unsafe situations and shortages, and optimize the logistics of its dispatch, significantly reducing the fleet's non-operational times.

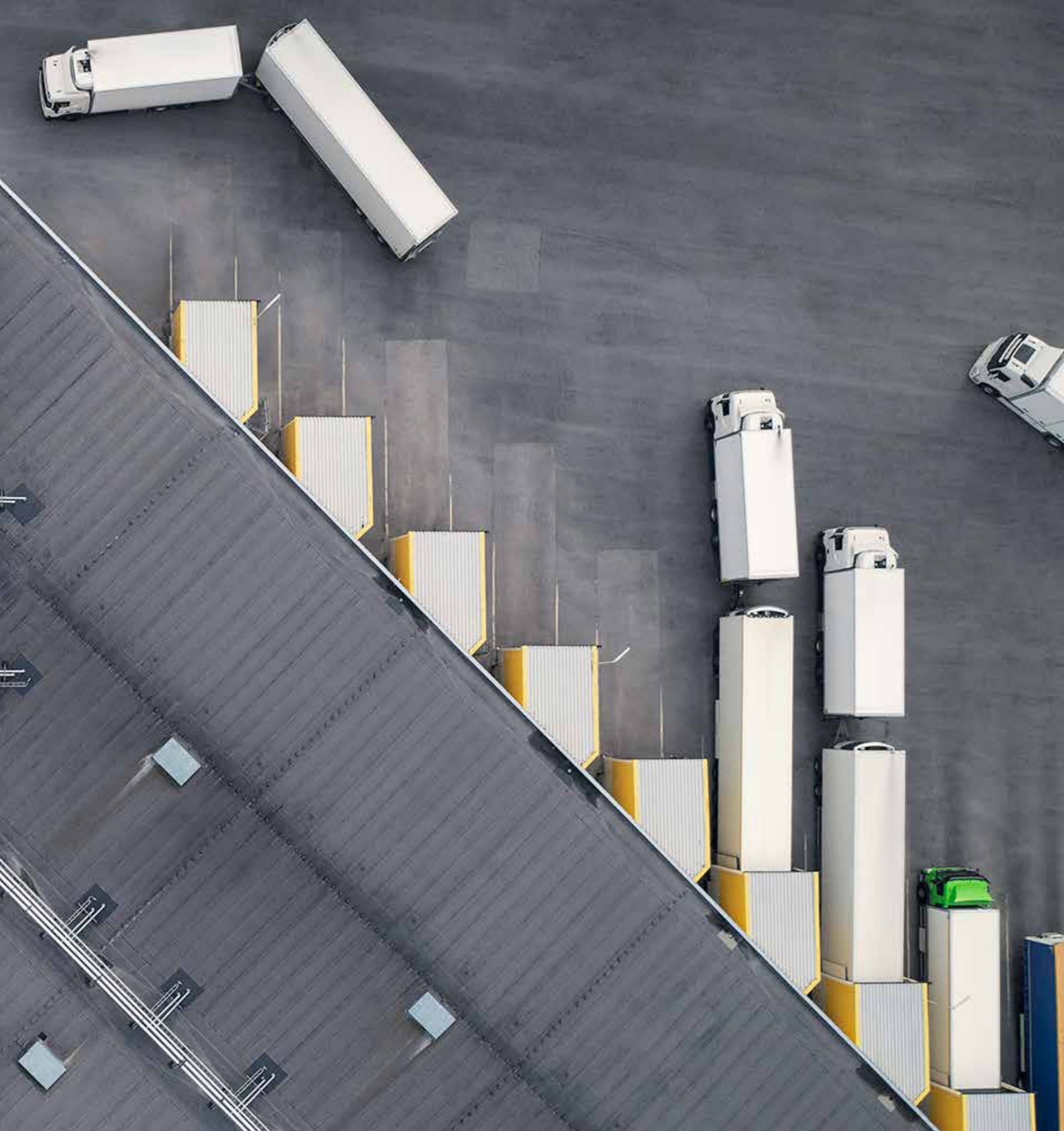
SILSTECH

Experts in technology applied to logistics

<https://sils.tech/sils/personas> | Technology



ARGENTINA



“

PRIVATE APN (Access Point Name)

It is a private network built on Claro's network for data transport, whose interconnection results in reduced operating and investment costs, flexibility and scalability of the communications infrastructure, and high levels of security, performance, and reliability.

M2M (Machine to Machine)

Connectivity solution that allows companies to manage, monitor, and have total control of the lines for data exchange between machines. It was designed for diverse needs such as vehicle tracking, logistics, payment systems, monitoring, telemetry, and health care, among many others.

Since implementing the SILS integrated logistics and safety system in our fleet of fuel trucks, we have reduced our fleet's downtime due to maintenance by 20%. We modernized the trip dispatch system, and as a result of the constant road training offered by the system for our drivers, we have reduced our accident rate and improved driving, taking another step towards driver safety and the safety of other vehicles and reinforcing our commitment to the environment and CO emissions.”

Marcelo Jorge Moyano

Executive Management



CLIENT PROFILE

Ölz is a leading Austrian family-owned company in Central Europe that has successfully produced baked, toasted, and white bread products since 1938. Its most important export markets include Germany, Switzerland, Czech Republic, Slovakia and Slovenia. Since its foundation, Ölz is one of the most renowned bakeries in the region for its commitment to environmental care and sustainability; Ölz bakes its products with 100% locally and sustainably generated electricity. For this reason, the company has received the “Klima-aktiv” award five times. The new production plant for small dough baked goods, and the decision to be the first large bakery to process fresh milk demonstrate the innovative spirit of this family-owned company.

COMPANY SIZE

It has fourteen warehouses in Austria and four in Switzerland, with more than 940 highly qualified employees who ensure fresh deliveries to its customers daily.

CHALLENGE

We compared several options to evaluate the best option on how and where to operate the new ERP system. The two options were using the company’s own Data Center or Infrastructure as a Service (IaaS).

SOLUTION

We implemented a solution to interconnect the customer locations connected to the A1 Data Center with geo-redundancy via high-speed Managed Network Links, Security, and Internet Links protected by Firewalls managed by A1 Telekom experts. This state-of-the-art and highly secure infrastructure in Data Center A1 provides the basis for the new Ölz ERP system based on SAP S/4HANA. The A1 Data Center infrastructure can grow flexibly according to the customer’s needs.

The Ölz Enterprise Network (WAN) based on A1 MPLS, A1 Firewall, and VPN services guarantees access to data with the highest security and speed (data flows can be prioritized according to specific requirements). Managed Data Center services ensure that data remains in Austria and complies with the needs of the European General Data Protection Regulation (GDPR). As part of this project, the A1 services implemented for Ölz are A1 Managed Data Center Services, A1 Firewall & VPN Services, A1 MPLS Network Services, and A1 Broadband Corporate.

ÖLZ DER MEISTERBÄCKER

(Master Baker)

<https://www.oelz.com/de> | Food industry



AUSTRIA



BENEFITS

- Highly secure, individually adaptable, modular data center infrastructure that grows as Ölz needs change.
- Security and availability offered by A1 Telekom with its Data Center in Austria awarded five stars for Data Centers with geographic redundancy in the eco Data Center Star Audit - Internet Industry
- Association that audits companies to ensure they meet high-quality standards.
- Ölz is focusing on implementing its digitalization strategy to ensure that the growing IT requirements are covered and meet the demands of the business.
- Ölz only pays for what is currently used or required regarding Data Center infrastructure.
- All data remains in Austria (Austrian law), and the European Data Privacy Regulations (GDPR) requirements are met.

Compared to using the company's Data Center, all 20 Ölz locations access ERP data in the highly available Data Center A1, which operates in separate locations in Austria. This further increases the availability of the Data Center infrastructure and minimizes the risk of the entire company being affected in case of an incident at one location, e.g., at the company headquarters (fire, flood, line interruption, etc.).

“

The planned implementation of S/4HANA led us to ask ourselves where and how we would operate our ERP system in the future. During the evaluation process for the operation of the new ERP system, the following question arose: Did Ölz want to rely on its own Data Center as before or on Infrastructure as a Service (IaaS)? The fundamental aspects of security, availability, costs, and homogeneity are paramount for us. In addition, the vendor needed to understand our specific needs regarding scalability and flexibility as part of the S/4HANA implementation. A1 Telekom proved to have the best solution, particularly regarding scalability. Additionally, A1's Data Center strategy fits our Cloud strategy.”

Manuel Philipp

IT Manager Rudolf Ölz Meisterbäcker GmbH & Co KG

STRABAG

SOCIETAS EUROPAEA

CLIENT PROFILE

STRABAG is a European-based building services technology group based in Austria with an extensive network of subsidiaries in Africa, Australia, Oman, Qatar, Saudi Arabia, Singapore, and the United Arab Emirates. STRABAG has established itself as a leader in innovation and financial strength as it continues to expand. Its services cover all areas within the construction industry: design, planning, installation, operation, and demolition.

STRABAG adds value to its clients through specialized entities that integrate diverse services and take responsibility for them, bringing people, materials, and machinery together in the right place at the right time to deliver high-quality construction projects.

COMPANY SIZE

STRABAG has over 75,000 employees and operates in more than 80 countries worldwide.

CHALLENGE

STRABAG's extensive network no longer matched its requirements for bandwidth, cloud service integration, and scalability for SD-WAN. These requirements stemmed from the need for fast and efficient delivery of connections to operating sites.

SOLUTION

We implemented a network with central MPLS and Internet connections at the main sites and MPLS and Internet access for regular and construction sites to cover more than 550 locations in Austria and Germany. In addition, integrating country sites into the core network is also part of the scope of the service. The countries within this scope are Belgium, Bulgaria, Chile, Croatia, the Czech Republic, Hungary, Luxembourg, the Netherlands, Poland, Romania, Serbia, Slovakia, Slovenia, Slovenia, and Switzerland under a fully managed service structure. A1 Telekom Austria is responsible for the planning, implementation, configuration, and operational management, as well as the closure and construction of the related services. To accelerate the delivery of connections at STRABAG's operating sites in Austria and Germany, A1 Telekom Austria provides a rapidly deployable service based on mobile technology. In addition to the underlying network, A1 Telekom Austria offered a fully managed overlay network with SD-WAN technology.

BENEFITS

SD-WAN prioritizes business-critical traffic and real-time services such as voice-over IP. By facilitating critical applications through reliable, high-performance Internet and MPLS connections, STRABAG's network area can reduce lost packages and latency issues, thus improving the productivity of its employees. The SD-WAN network enables direct access to the cloud with high availability, regardless of location.

STRABAG SE

<https://www.strabag.com/> | Construction



AUSTRIA



MPLS

It is a private data network service that provides secure connectivity between a central office and its branch offices or other sites by accessing a communications platform that integrates voice, data, and video over IP, requiring intensive bandwidth usage and differentiated processing on the network.

SD-WAN

It is a technology based on the software definition of the WAN network that combines private MPLS connections with high-speed public Internet connection. It allows the control of several access lines simultaneously over any transmission technology by optimally utilizing the advantages of the respective technology, e.g., quality of service in MPLS, high bandwidth Internet lines, or immediate availability of LTE connectivity.

“

We selected A1 Telekom Austria to work with us because they presented a customized and unbeatable offer regarding the price-performance ratio. The project was pervasive, complex with some difficulties and challenges, but with the close partnership between A1 and STRABAG, those challenges were successfully resolved.”

Alexander Garamov

IT Infrastructure Manager



CLIENT PROFILE

The Corporación Municipal de la Florida (Municipal Corporation of La Florida) or COMUDEF is a government entity that provides public health services to the community of La Florida through various Municipal Health Centers or CESFAM, as well as general education services at the preschool, elementary and middle school levels, and cultural and sports activities.

COMPANY SIZE

COMUDEF has about five thousand workers. Its head office is in the heart of the La Florida district, but it spreads through Health Centers and Educational Centers.

CHALLENGE

As a result of the pandemic, COMUDEF needed to carry out temperature controls in its Health Centers to screen for patients potentially infected with COVID-19 and to prevent the spread of infection in the group of patients who attend these centers, most of whom were at high risk.

SOLUTION

Claro Chile provided COMUDEF with a solution that includes eight Thermal Cameras for temperature detection installed in different Health Centers in the municipality of La Florida.

BENEFITS

The Thermal Camera solution improved the management of detection and control of potential contagions in the Health Centers, thus avoiding the spread of the disease and taking care of the inmates' and patients' health. As a result, it was possible to increase the number of PCR tests to confine those citizens suspected of being infected and to speed up the measures to be taken.

COMUDEF

<https://comudef.cl/> | Government



CHILE



THERMAL CAMERAS

Thermal Cameras can detect fever in large flows of people, such as health centers, educational institutions, shopping malls, and entertainment centers, among others.

These cameras have a long-range thermal lens, which provides a fever detection range of up to several meters for massive flows of people, complemented by high-resolution television screens. They are also portable, which makes them easy to carry and place where they may be required.

“

The Thermal Camera solution, provided by Claro Chile, was born from the urgent need to detect patients with high body temperature in our Health Centers to identify possible COVID-19 infected patients, isolate them, test them, and quarantine them, thus avoiding the spread of the disease in other highly susceptible and high-risk patients.

Not only was it necessary, but it was a condition specifically requested. We had to install the service quickly due to the health contingency, which Claro Chile fully complied with. The solution was implemented and enabled very promptly in our Health Centers. This promptness has allowed us to serve our patients in the Health Centers, reducing the risk of contagion. The solution fulfilled one hundred percent of our expectations and was mainly considered a contribution to protecting our community”.

Juan Enrique Pérez Ceballos

General Secretary of the Municipal Development Corporation of La Florida



Instituto de Seguridad del Trabajo

CLIENT PROFILE

The Instituto de Seguridad del Trabajo (Work Safety Institute), or IST, is the first employers' mutual insurance company founded in Chile in 1957. They manage the mandatory insurance against accidents at work and occupational diseases, regulated by Law No. 16,744. Inspired by their values of respect, warmth, empathy, and persistence, they build long-term alliances with their members, offering dedicated attention to care, prevention, and occupational health according to their needs.

COMPANY SIZE

IST has over 1,800 people who care for life with their talents and enthusiasm. IST operates in more than 30 cities in Chile and provides preventive, medical, and administrative services.

CHALLENGE

IST required a "Full Wireless" interconnected platform with flexible and robust infrastructure, with guaranteed availability 365 days a year. The challenge was to interconnect all platforms with the least possible use of wires since it was impossible to install structured wiring. For this reason, a wireless telephony and connectivity solution was implemented through wireless networks from the cloud to each device (PC, Notebook, Tablet, Printer, among others). This project required the autonomy of its collaborators so that they could move freely through all the facilities and branches and even from their homes.

SOLUTION

Claro Chile and IST designed and implemented a Cloud IaaS solution through a comprehensive communications platform of Connectivity and Communication Services, Internet, Cloud, Fixed and Mobile Telephony, Wireless Networks, and Security.

BENEFITS

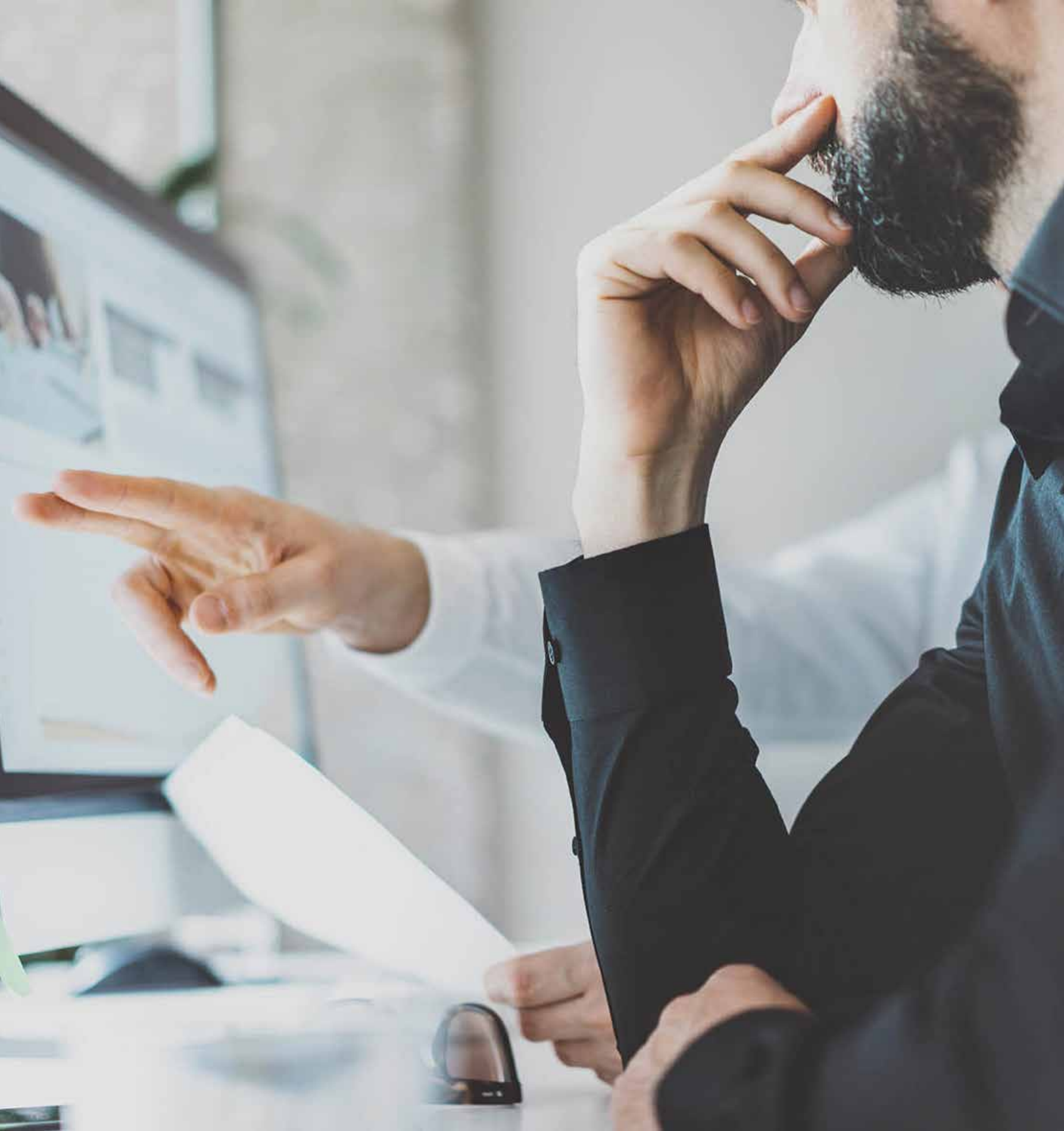
Implementing the Cloud-IaaS solution has paved the way for the systematization and improvement of numerous processes, with efficiency, traceability, and, most importantly, timeliness in the delivery of each service. On the other hand, this solution allows IST's collaborators to work from anywhere in the country, even their clients' facilities, with access to all of IST's information systems. It has made a difference in response and resolution standards, delivering information online. In this area, the access of its medical professionals to clinical records of patients throughout the country stands out. Likewise, in the context of the COVID-19 pandemic, it has meant the possibility of effectively caring for its collaborators through teleworking. Finally, the availability of its telephone plant in the cloud, the digitalization of processes, and its results in terms of paper elimination have contributed to fulfilling its environmental policy.

IST

<https://ist.cl/> | Health



CHILE



CLOUD IAAS

It is a set of cloud solutions with state-of-the-art technology that offers, among other services, a Virtual Data Center, Virtual Machines, and Kubernetes Cluster.

These solutions offer the flexibility and scalability required to streamline on-demand resource consumption that generates value without having to refactor or change applications while improving performance and efficiency and protecting data to ensure business continuity.

“

As with any technological change, at the beginning, we had problems adapting to the new ways of using this technology. However, the collaborative work and openness to new experiences have allowed us to build a platform with high availability and reliability. Today, our vision is to implement new, innovative services, easily accessible and available in all means of technological interaction”.

Ricardo Benavente Carrasco

IST Informatics Manager



CLIENT PROFILE

Universidad de Valparaíso was founded in 1911, but it was not until 1981 that the Valparaíso branch of the Universidad de Chile (University of Chile) built an independent, autonomous institution of higher education with its legal personality, which was called Universidad de Valparaíso (University of Valparaíso).

Universidad de Valparaíso is a public higher-education institution with 11 faculties (Architecture, Sciences, Economics and Administrative Sciences, Marine Sciences and Natural Resources, Social Sciences, Law, Pharmacy, Humanities and Education, Engineering, Medicine and Dentistry) and 42 undergraduate programs. In 2019, the enrollment totaled more than 17 thousand, including undergraduate, graduate, and postgraduate students and 898 full-time academics. It also offers 40 graduate programs, including ten doctoral programs, more than 40 health specialties, and more than 50 postgraduate diplomas and certificates, distributed in Casa Central, San Felipe campus, and Santiago campus.

COMPANY SIZE

Total number of employees: **2,285**

Location and branches:

Head office: Valparaíso, Playa Ancha, Viña del Mar, Reñaca,
Montemar San Felipe Campus: San Felipe Santiago
Campus: San Miguel. In the last decade, the infrastructure has doubled, with more than 150,000 m2 built by 2019.

CHALLENGE

To maintain the operational continuity of the computing systems that support the academic processes of teaching, research, and management remotely during the pandemic, with high data availability and security standards.

SOLUTION

A Virtual Data Center was implemented through the IaaS service of computing resources (vCPU, RAM, and hard disk), security, and connectivity. It allows the institution to provide advanced technological services with greater availability and security to its internal and external users. This Virtual Data Center incorporates Cybersecurity and Monitoring tools, with which Universidad de Valparaíso manages the resources of hundreds of servers to implement the institutional information systems that support its academic and administrative processes.

UNIVERSIDAD DE VALPARAÍSO

<https://uv.cl/>

| Higher education



CHILE



BENEFITS

The main benefits of implementing the Virtual Data Center solution are the flexibility, security, and high availability of technological services that Universidad de Valparaíso can provide to its entire university community. Examples of these specialized services are the web systems Academic Portal and Virtual Classroom, through which about 20 thousand students, academics, and officials perform their academic and administrative activities and records. In addition, it facilitates their digital interaction for exchanging information and content of subjects, video conferencing systems, and mobile applications to support university management and teaching, all of them fundamental technological services to continue with the mission of Universidad de Valparaíso amid the pandemic.

VIRTUAL SERVERS

It is a hosting service using virtualization technologies that provide private dedicated resources on a server with multiple users in IaaS form to consolidate applications and information and optimize performance, growth, load balancing, and connectivity.

“

In 2020, Universidad de Valparaíso held more than 165 thousand videoconferences, with approximately 5 million attendees. The coordination of these videoconferences was mainly carried out using institutional systems. There were also more than 4.3 million accesses to the Academic Portal and more than 2.1 million to the Virtual Classroom. These statistics attest to the intensive use of our institution's computing systems during the pandemic.

Likewise, in 2021, Universidad de Valparaíso carried out, for the first time in its history, an admissions process for thousands of new students entirely online.

All these significant activities for the University have been achieved through the support of the infrastructure provided by Claro Chile.”

Marco Aravena Vivar

Director of Information and Communication Technologies, Universidad de Valparaíso



CLARO COLOMBIA

<https://www.claro.com.co/> | Telecommunications



COLOMBIA



CLIENT PROFILE

Claro is part of the América Móvil group, Latin America's leading global integrated telecommunications services company. Except for China and India, it has the most mobile subscribers. The company's world-class communications platform enables it to offer its customers a portfolio of value-added services and enhanced communications solutions in 25 countries in Latin America, the United States, Central and Eastern Europe, and the United States.

COMPANY SIZE

Claro Colombia has 8,366 direct employees spread throughout the country.

CHALLENGE

To promote a new way of working among Claro Colombia's employees that allows them to take advantage of digital talent and optimize the effectiveness of processes.

SOLUTION

- We implemented the Microsoft 365 solution incorporating Enterprise Cloud Suite solutions, enabling Teams, mail in the cloud, and collaborative work.
- Activity management with the Microsoft Planner tool, digitization, and optimization of operational processes through SharePoint online.

BENEFITS

- By digitalizing and optimizing more than 24 across-the-board processes in the organization, there was an 85% reduction in the time required for the paperwork that impacted the service provided.
- Reduction of reprocesses.
- Improve the traceability and agility of internal processes, thus improving the IT area's service in terms of timeliness and operating costs.
- Our productivity increased as a result of mobility and collaborative work.



“

MICROSOFT 365

Microsoft 365 is the suite of cloud applications that allows you to work with the Office tools you’ve always used, plus the latest collaboration tools, from any device and anywhere in the world, bringing greater flexibility and productivity to your daily work.

To modernize and streamline the way we do our daily work was a challenge for Claro Colombia, so we decided to use cloud collaboration solutions, which have allowed us to leave behind the old barriers that prevented us from responding with the immediacy demanded by the intense competition in our market. Most importantly, they have allowed us to deliver quality solutions with the best customer experience. Today, we are part of a more collaborative, agile, and less bureaucratic organization, where we have understood that using cloud solutions is the enabler that allows us to simplify and modernize our work and focus on the significant challenges we have as an organization.”

Jose Alberto Jaimes

Project Leader



Universidad Tecnológica de Bolívar

CLIENT PROFILE

The Universidad Tecnológica de Bolívar (Technological University of Bolivar), or UTB, is a private, non-profit institution founded in 1970 and located in Cartagena de Indias, Colombia, a historical and cultural patrimony of humanity. It is a regional university administered by the most important business associations in the city. Its purpose is “Transforming lives through excellent education.”

UTB is known for its focus on inclusion, social leadership, and innovation and was the first institution in the city to receive Institutional Accreditation, which is the highest quality recognition granted by the Ministerio de Educación Nacional (National Ministry of Education) to higher education institutions in Colombia. In addition, in 2021, it ranked in the region’s TOP 3 of the Saber Pro tests (State tests).

COMPANY SIZE

UTB has two modern campuses, one in the traditional neighborhood of Manga, the “Campus Casa Lemaitre,” and another, larger campus, which is currently the main headquarters of the institution, called the “Campus Tecnológico,” located on the outskirts of the city of Cartagena in the Industrial and Technological Park “Carlos Vélez Pombo.” By the end of 2021, it had 6,023 enrolled undergraduate and graduate students and 24,928 graduates.

CHALLENGE

To continue providing quality education, overcoming the transition from face-to-face to virtual education during the pandemic, and ensuring that it will continue even after the return to face-to-face education in 2022.

SOLUTION

A Virtual Desktop service was implemented with three academic profiles: Engineering, Data, and Communications. Since it is a Technological University, its students must access specialized programs with limited licenses, such as Autocad, Matlab, or Project.

BENEFITS

Through the flexibility of Virtual Desktops, 57 courses were created, and more than 1,000 students benefited from these programs. UTB entered the virtual era and now has the potential to offer programs to its more than 30,000 alums in its active directory.

UNIVERSIDAD TECNOLÓGICA DE

Transforming lives through excellent education

<https://www.utb.edu.co/> | Education



COLOMBIA



VIRTUAL DESKTOP

It is a service of preconfigured images of applications and operating systems whose environment is separated from the physical device. It allows users to access their virtual desktops remotely from any device while ensuring security and performance and taking advantage of cloud infrastructure services' flexibility and scalability features.

Allows sharing a set or pool of resources provided in the cloud, according to the concurrence and allocation of resources customized for each client.

“

At UTB, this ICT service was named My Virtual Room, which has been gaining ground in the minds of professors and students, showing progressive increases in its use, 70% since the beginning of the pandemic, and will continue to play a leading role as a tool to support hybrid, face-to-face, and remote learning models. The most significant benefit for students is access to better computing resources to use specialized software anywhere. On the other hand, for the university administration, cloud technology has allowed us to be financially sustainable by providing this service through a pay-per-use method and by taking advantage of the current computer equipment in classrooms and laboratories, which only require Internet connection to access more robust machines in the cloud.”

Ricardo Andrés Ariza Aguilar

Director of Information and Communications Technologies



VENTAS Y SERVICIOS

BANCO OCCIDENTE

<https://www.bancodeoccidente.com>

Contact Center- Business
Process Outsourcing



COLOMBIA



Banco de Occidente

CLIENT PROFILE

VENTAS Y SERVICIOS S.A. was founded in 1976 to support the processes of Banco de Occidente. In 1991, it was incorporated as a corporation, opening its doors to the market as Colombia's first Operational, Administrative, and Commercial Outsourcing company.

VENTAS Y SERVICIOS S.A. is committed to fulfilling its value promise: "To be a quality reference in the market, guaranteeing the quality and innovation of the services provided to customers based on the best practices in the market."

COMPANY SIZE

VENTAS Y SERVICIOS S.A. has more than 7,500 employees nationwide in more than 15 offices in 70 cities and municipalities.

CHALLENGE

To establish a Contact Center platform that solves quality and connectivity problems while aligning with the omnicanality expectations demanded by the market.

SOLUTION

The Contact Center Platform, PCCaaS, as a managed service through Claro's Data Centers, offers server infrastructure, storage, security equipment, connectivity, and Genesys Contact Center software, designed to work in different service channels, such as inbound, outbound, and blending voice channels, as well as multimedia channels: chat, email and social networks. It also offers the option of defining administrative roles for supervisors, analysts, and PBX extensions.

The solution allows the delivery of Contact Center functionalities in any location within Claro's national network by extending the intelligence, which is located in the Claro Triara and Ortezal Data Centers, to the premises of VENTAS Y SERVICIOS S.A. through MPLS network connections.



BENEFITS

- **Omnichannel Management** - A solution that allows you to administer, configure, and manage all types of interaction (Inbound, Outbound, Chat, Mail, Social Media, and Video Calls) in an integrated, controlled environment that, in turn, generates reports and B.I. (Business Intelligence) necessary for making decisions that impact the business in real-time.
- **State-of-the-art technology and high availability** - Leading platform in the Contact Center market with the latest version guaranteed and framed in a high availability architecture with redundancy in each component through connections in two Data Centers.
- **Workforce Optimization** - Automating human resource management tasks within the Contact Center, with adequate personnel estimation and demand, elaborating shift grids, management and monitoring, and personnel adherence. As a result, it reduces operating costs and helps provide services at competitive rates.

PCCaaS (Plataforma de Contact Center as a Service)

It is a software implementation model that allows organizations to quickly receive and make calls to contact customers from any location, resulting in significant savings in implementation costs by using I.P. telephony in the cloud.



Migrating our operations to the Claro Cloud Contact Center platform under the PCCaaS Model has allowed us to improve the performance of our operations and generate operational efficiencies. These efficiencies have become the lever for new investments and the development of new channels for the organization and our customers from the Workforce through voice operations, chat, mail, video calls, IVR systems, and social networks, which have generated opportunities to support our customers by improving the interaction with their end users.”

Julia Fernandez Velasquez

General Manager



CLIENT PROFILE

America Service is a business group dedicated to commercializing voice, data, video, and contact center infrastructure solutions and outbound and inbound outsourcing solutions. It provides integrated solutions for collections, sales, post-sales, and comprehensive outsourced support services.

COMPANY SIZE

America Service is in Costa Rica and has business development in Panama, Peru, Nicaragua, and the United States.

CHALLENGE

America Service was highly dependent on Internet service, which was constantly down, causing operational problems and consequently affecting their voice services. For this reason, communication with their customers was a challenge.

SOLUTION

Claro offered America Service a Symmetric Internet service, Text Messaging Bags, IP Telephony with 120 channels, and 10 Mobile Lines, allowing America Service to automate its communication while maintaining service stability.

BENEFITS

Some of the benefits that Claro Costa Rica's solutions have provided include communication automation, stability and cost reduction with its Internet Links, timely and quick responses through the business call center, and the peace of mind of having a quality service.

AMERICA SERVICE

Connections that add value!

<https://www.americaservice.net/> | Customer Service Center



COSTA RICA



INTERNET

It connects multiple users and critical applications through a symmetrical and dedicated connection.

MESSAGING BAGS

It is a text messaging service delivered from a Web portal or through APIs (Application Programming Interface) that allows integrations with other systems, making communication more effective using SMS.

IP TELEPHONY

Telephony solution through Claro's data network enables access to Voice over IP services and an IP telephone plant that allows online pricing, call center applications, call statistics, interconnection with other local or national offices (Internet required), and audio conference rooms.

“

With Claro Costa Rica's services, we found the right balance between flexibility and security, implementing Internet and E1 solutions. Today, we have the security of the quality of service that Claro Costa Rica offers us with its Links and Telephony. We can guarantee the stability and availability of the service with its SLAs; this is also supported by the text messaging solution, which has helped us increase the interaction with our customers through the API integration.”

Celia Reverón García

Executive Director



EMPAQUES BELÉN

An entire team at your service
<https://empaquesbelen.com/> | Food



COSTA RICA



CLIENT PROFILE

Empaques Belén is a 100% Costa Rican company with over 30 years of experience in the national market. They have a portfolio of around 1,600 products, including coffee creamer, sugar, salt, and sucralose substitutes, in different presentations and products for food packaging geared towards food service.

COMPANY SIZE

Empaques Belén has a plant with over 23 thousand m2 and 125 employees.

CHALLENGE

Empaques Belén had an accessibility problem with fiber optic technology with a non-dedicated connection and was constantly experiencing service outages, which hindered them from operating correctly. Geographically, they were located in a hard-to-reach area where few operators could deliver.

SOLUTION

The Claro Costa Rica team suggested a Symmetric Internet solution to the client's technical team to solve their connectivity problems.

Additionally, after contracting the internet service, the client also requested the Mobile Telephony solution to keep its 22 sales and logistics executives on route connected. This has improved order-taking and invoicing times without connectivity problems and with real-time communication to the servers at its headquarters, benefiting its personnel on the road.

Empaques Belén now has Fiber Optic Internet, and all sales, customer service, and distribution personnel have mobile telephony.

BENEFITS

Reduced service times, as well as improved communication with customers. Salespeople have web systems on their mobile devices that allow them to link orders "on the go" with internal billing systems. This benefit has increased sales since customer service is agile and fast.



“

SYMMETRICAL INTERNET

Symmetrical Internet offers the same download and upload speed to the Internet, allowing a connection with high service availability and no downtime.

MOBILE TELEPHONY

It consists of a wide range of cell phone plans, which can be used for effective communication and with direct access to its own or third-party applications.

When we hired Claro Costa Rica's solutions, they quickly provided a fast and agile proposal. During these five years of having this excellent business relationship, we have seen our business grow, and we have a company that stays up-to-date and at the forefront.

The solutions we have implemented, such as corporate mobile plans, allow us to have GPS systems on cell phones and to use our applications developed in-house that connect via the Internet immediately.”

Juan Francisco Gonzalez

General Manager



CLIENT PROFILE

Banco Guayaquil is one of the leading financial institutions in Ecuador, with 98 years of experience and a AAA rating. It is one of the banks with the broadest national coverage, with a presence in all provinces. Its excellent reputation in the financial world gives it adequate access to international market funding and clear prospects for stability. Banco Guayaquil's technological network has been a fundamental support for managing the operations of its more than 2.4 million customers, who have an essential network of channels and services available 24/7.

COMPANY SIZE

Banco Guayaquil has over 10 thousand service points nationwide, employing 2,841 people. As recognized by Great Place to Work, Banco Guayaquil is considered one of the best places to work in Ecuador.

CHALLENGE

To increase the availability of communication services at Banco Guayaquil's points of presence and maximize the use of communication links efficiently and securely.

SOLUTION

Claro Ecuador provides SD-WAN architecture as a service through technology. This architecture integrates different WAN connectivity technologies (Internet, MPLS, or Cellular) in active-active mode, increasing security levels and simplifying operations by providing a robust, dynamic, and scalable architecture that allows the organization to enable future business initiatives.

BENEFITS

- The availability of our points of service has increased from 99.0% to 99.98%.
- Operating costs have decreased by 25%.
- Our implementation time has been reduced by 50%.
- Active-active links have made the use of bandwidth efficient.
- Assignment of Quality of Service by type of application at the end helped improve response times and prioritization of business-critical applications.
- Customers have direct and secure connectivity to use services in the Public Cloud.



BANCO GUAYAQUIL

You first

<https://www.bancoguayaquil.> | Finances



ECUADOR



SECURE SD-WAN

SD-WAN solution that offers next-generation network and security capabilities to improve the efficiency of WAN utilization without compromising security aspects. This solution links secure network paths worldwide via the Internet, 3G-4G links, or private WAN links, making it a truly safe and borderless network infrastructure for the organization.

“

The implementation of SD-WAN helped us significantly to increase the availability of communications in our points of presence and thus improve our customers' experience. In addition, this service has allowed us to increase security levels for using services in the Public Cloud. It has also guaranteed confidentiality in transmitting information by using a high level of encryption through end-to-end VPN tunnels, regardless of the communication medium.

Another important aspect is that we reduced the implementation time of links in new points of presence from 15 days to only 72 hours. This time reduction was possible thanks to the implemented service's centralized management platform.”



CLIENT PROFILE

A company committed to the sustainable and sustainable production of aquaculture species.

COMPANY SIZE

126 employees

600 hectares of production

Location: Puná Island, Guayas Province.

CHALLENGE

To increase shrimp production and survival, achieving high productivity and economic performance so that AQUAGOLD can sustain itself in critical times.

SOLUTION

Claro Ecuador presented AQUAGOLD with the Claro Smart Biofeeder IoT solution, an intelligent automatic feeding system that allows real-time decision-making by controlling the food input, the most expensive process in the production line.

BENEFITS

With the Claro Smart Biofeeder IoT solution, AQUAGOLD reduced the use of balancing by up to 18% and increased its profitability by up to 14%. It also achieved a 30% increase in survival and an acceleration of the species' growth by up to 25%, all in compliance with all the required technical specifications.

GRUPO AQUAGOLD

The world's best shrimp is Ecuadorian
<https://aquagold.com.ec/> | Aquaculture Production



ECUADOR



CLARO SMART BIOFEEDER

IoT solution that allows feeding pools of aquaculture species both through acoustic technology or a periodic feeding table, achieving the versatility required by biologists in each pool used for aquaculture culture.

The solution comprises a communication gateway, feeding equipment, and cloud-based software. It also improves feeding conversion parameters, survival, and production days.

“

The solution implemented has allowed us to recover quickly from the crisis in the industry. This crisis results from the fall in international prices, which has led many non-technified companies to close down.”

Eng. Johan Jiménez

General Manager AQUAGOLD



CLIENT PROFILE

UNICEF works to improve policies and services to protect all children. It implements and supports projects to

guarantee the rights of children and adolescents to promote their well-being and help them reach their full potential.

COMPANY SIZE

UNICEF works in over 190 countries and territories to save children's lives and defend their rights.

CHALLENGE

To bridge the digital gap for children and adolescents in rural areas by providing Internet connection to support their education.

SOLUTION

Connectivity Plan for educational institutions, which promotes distance learning with a service for free navigation in academic portals. This plan is supported by the country's best 4G LTE network.

The solution features auto-filtering of content on categories of violence, pornography, weapons, and entertainment, and it promotes a culture that encourages students to access appropriate content for collaboration tools, self-learning, research, and virtual experiments.

The service is complemented with equipment to supply educational institutions and students that promote distance education to ensure secure access.

UNICEF COOPERACIÓN

For every...

<https://www.unicef.org/>

Non-governmental
organization



ECUADOR



“

BENEFITS

Access to educational portals through the Claro Ecuador network to provide continuous education during the pandemic. To promote distance education in remote rural areas, foster homes, and infants in situations of human mobility, guaranteeing access to connectivity and providing students with equipment. The program benefited a total of 6,960 students in Ecuador.

For UNICEF, Claro Ecuador's support in designing a specific plan to suit our needs was key to our response to the national emergency due to COVID-19. The rapid response, agility in delivery, and flexibility when negotiating were essential elements of this project. We are very grateful for the support we received, which directly impacted the continuity of education for the most vulnerable children and adolescents.”

David Flores

Procurement Manager | Operations

RICOH

imagine. change.

CLIENT PROFILE

Since 1936, Ricoh has been developing and supplying world-class products, services, and solutions to help companies make the most of their information through printing and imaging equipment, audiovisual collaboration technologies, IT services, and technical support. These services go beyond the traditional office environment, empowering digital work and making it more agile through innovative technologies and services.

COMPANY SIZE

Ricoh has over 90,000 employees and operations in almost 180 countries, with headquarters in Tokyo, Japan, and regional offices in the United States, Europe, and China.

CHALLENGE

Ricoh required a provider that would integrate its specific business requirements, a unified communications solution in the cloud for several of its operations in different countries that complied with approved specifications:

- Same experience for all users with PBX.
- Mobile application for all offices.
- Integration with local telephony in each country.
- Unified numbering plan.
- Unified support model for project management, implementation, NOC, and after-sales.
- Integration with LDAP (Lightweight Directory Access Protocol) for better user management.

SOLUTION

Claro Enterprise Solutions integrated the regional UCaaS platform in 14 countries and 1600 stations with Ricoh's existing PBX infrastructure using a unified numbering plan. The local voice gateways were integrated with Ricoh's PSTN network, and a Lightweight Directory Access Protocol (LDAP - Customer Active Directory) integration was created.

RICOH

Imagine. Change

<https://www.ricoh-usa.com/en> | Technology, Electronics



MULTINATIONAL



BENEFITS

Because Ricoh prioritizes customer service, the implemented solution offers the same experience as any local and international office. The UCaaS solution met the requirement of providing the same mobility application to employees no matter who they interact with, backed by the same technology experience.

Ricoh wanted more than just a communications solutions provider; they needed a long-term technology partner, which they found in Claro Enterprise Solutions.

Claro Enterprise Solutions delivered a single point-of-contact model for engineering, service delivery, and service assurance to meet Ricoh's ongoing support needs, including a 24/365 international Network Operation Center.

Claro Enterprise Solutions met Ricoh's requirements by ensuring that implementation expectations were met by adapting to the urgency of their business. These solutions allowed Ricoh to strengthen and grow its international relationships.

UCAAS

Claro Enterprise Solutions' UCaaS solution has been carefully designed to support enterprise digital transformation strategies using voice and collaboration technologies. The UCaaS solution delivers a consistent experience across all devices, media, and platforms in any location. It is scalable, allowing organizations to increase the number of users and functionalities quickly. The UCaaS solution uses a cloud backbone to improve business continuity and availability.



The consulting approach from Claro Enterprise Solutions' pre-sales area, project managers, and implementation engineers understood our "pain points," and our needs were effectively addressed. Their efforts resulted in a solution that optimizes our organization's operations and ensures that our new UCaaS solution goes beyond our expectations".

Marco Cortínez

IT Manager Infrastructure and Development



CLIENT PROFILE

In 2016, a group of people motivated by the same goal founded ComSalud. This group of health professionals aims to provide an alternative to health services in the country to improve those in this field's opportunities and working conditions. Their goal is to provide preventive, predictive, and corrective maintenance solutions in this area, guaranteeing minimum times in the supply of spare parts and consumables, the optimal functioning of medical equipment, and the safety of both the patient and the user. In addition, they continuously seek to incorporate new technologies in the healthcare process.

In 2017, ComSalud was accredited as an entity officially recognized by the Consejo Nacional Supervisor de Cooperativas (National Cooperative Supervisory Council) and other national entities. Since then, they have been working to strengthen their institutions and expand their range of services.

COMPANY SIZE

Their organization has 30 people and cooperates in different projects with the Pan American Health Organization - PAHO and organizations from the European Union, where dozens of volunteers join to support.

CHALLENGE

The department of Gracias a Dios, located in Honduras, is quite far from Tegucigalpa. For this reason, communication and transportation for the inhabitants becomes an obstacle when requiring medical attention. ComSalud's Telesan Mosquitia project consists of providing Telemedicine services, i.e., remote medical consultations. As a result, the population of this department can skip traveling to a health center to receive quality medical care.

SOLUTION

ComSalud provided computer and biomedical equipment, from an ultrasound to a digital electrocardiogram report from a health center in Gracias Dios to a hospital in Tegucigalpa. Consulting medical information is done over the Internet, so sufficient bandwidth is required to transmit images and short videos for as much patient information as possible.

As a remote region far from the city of Tegucigalpa, network coverage in the area became one of the main challenges. However, Claro Honduras helped solve this problem by offering a connectivity solution. This solution provides range and bandwidth that allows high-speed data transmission.

COOPERATIVA MIXTA DE SERVICIOS DE SALUD- COMSALUD

Tearing down barriers, connecting borders

| Healthcare



HONDURAS



“

Claro has good coverage in our municipalities, which is the basis of communication. The solution has exceeded our expectations.”

Bryan Erazo
Doctor-ComSalud

BENEFITS

The project will be expanded to four more departments: Choluteca, El Paraíso, Valle, and the south of Francisco Morazán, with the vision of having a national scope.

Telemedicine solutions motivate healthcare personnel because they feel closer even though they live in a remote community. ComSalud’s project is benefiting physicians as well as patients.

TELEMEDICINE

Telemedicine is a health service that works through communication technologies for the remote exchange of information in diagnosing, treating, and preventing diseases or injuries, supporting research, evaluation, and continuing education of health care providers.



CLIENT PROFILE

Millenium has more than 19 years of experience in the Nicaraguan market. The company imports, manufactures, and installs aluminum, glass, and PVC systems and other finishes used in construction. Its primary markets are construction companies with corporate and housing projects, government institutions, and private clients that require customized solutions.

COMPANY SIZE

Two branches are located in Managua - Nicaragua, and San José - Costa Rica, with 57 direct employees.

CHALLENGE

Because of Millenium's accelerated growth, communication with its clients became a significant challenge. More effective communication with customers and suppliers was required, as well as better connectivity between the different areas of the company.

SOLUTION

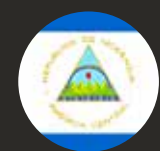
Designed to meet the company's needs and to improve the relationship with its customers, Claro Nicaragua offered a solution with the best communication technology, allowing Millenium always to be connected and available while providing a more professional corporate image.

With this goal in mind, the company acquired a virtual PBX solution that allows it to manage and administer the flow of all calls. In other words, a real virtual assistant, user-friendly, that answers at any time every day. This solution avoids lost calls with the answering system and voice messaging sent to each email and allows the company to keep track of consumption, which results in significant savings.

MILLENIUM

Crystalize

<https://millenium.com.ni/> | Construction



NICARAGUA



BENEFITS

Millenium now has a professional communication system with great capacity and direct connection with its strategic areas: sales, accounting, warehouse, and production. The company has also seen improvements in the management of incoming calls, guaranteeing service quality and availability for its customers, as well as advances in the management of outgoing calls, control and registration of unanswered calls, and more outstanding communication between internal areas. With this solution, Millenium has significantly improved its internal and external communication.

- Better management and control of incoming calls.
- Decrease in the cost of outbound calls.
- More accessible communication between areas.
- Better record of missed calls.

PBX VIRTUAL (Private Branch Exchange)

It is a Cloud-based business phone system that requires no local hardware or landline connectivity.

“

Before we contracted the PBX-Virtual solution, we had constant complaints from customers and our salespeople about the lack of attention on the landline. We were missing calls and had no idea of the negative impact on sales and customer service that this was having.

When we discovered that Claro Nicaragua had a solution called PBX-Virtual and our executive explained all the benefits, we did not hesitate to implement it; the same day he talked to us, we decided.

Our most tremendous success is implementing a modern and efficient communication system that has allowed us to better communicate with all our customers and suppliers. We now have a communication system that works for us 24/7.”

Amanda Roxana Rojas Ortega

President Millenium S.A.

ASOCIACIÓN DE AFP

AFP Association works for you!
<https://www.asociacionafp.pe/> | Finances



PERU

CLIENT PROFILE

The Asociación de Administradoras de Fondos de Pensiones (Association of Pension Fund Administrators), or AAFP is a non-profit organization that represents the four Administradoras de Fondos de Pensiones (Pension Fund Administrators or AFPs) operating in Peru: AFP Habitat, AFP Integra, Prima AFP, and Profuturo AFP.

Since its foundation in 1993, it has sought to improve the quality of life of members and retirees of the Sistema Privado de Pensiones (Private Pension System), or SPP, and promote the benefits and services provided by the AAFP in the country.

COMPANY SIZE

San Isidro, Lima - Peru with 34 employees

CHALLENGE

AAFP used several services, such as e-mail (win server from 2008, in-house), without personalized access to the server or security policies, in addition to constantly suffering from server downtime due to electricity problems.

SOLUTION

AAFP chose to change its Exchange On-Premise service and migrate its documentation system to the cloud by contracting Microsoft 365 and Virtual Server services. After implementing these services, AAFP achieved a significant difference by eliminating server crashes, guaranteeing the necessary and required security levels, and counting on first-level support, which took them to the same level as the best companies in the country and on the same line of technological advances.

BENEFITS

- Significant reduction of spam and malware.
- Reduced business process time by migrating workflows to SharePoint Online.
- Creation of LOB (line of business) applications to visualize employee productivity.
- Keeping secure access to the Asociación de AFP's documentation based on permissions.
- Traceability of employee interactions through authentication.
- Recurring flat payment for east-west traffic.
- Invoicing in local currency.
- 24x7x365 support.



MICROSOFT 365

It is a collaboration tool that allows users to work in teams and has the latest web versions of office applications such as Outlook, Word, Excel, PowerPoint, Microsoft Teams, Exchange, SharePoint, and OneDrive to use online from any compatible device with Internet connection wherever and whenever they need it.

VIRTUAL SERVERS

Cloud Computing solution that allows you to simplify and manage your computing infrastructure, available within minutes with flexible Cloud resources. With Claro Cloud Virtual Servers, it is possible to instantly and easily choose the processor, memory, storage, and operating system options according to the goals and needs required.

“

We are a non-profit organization representing the four pension fund administrators AFP Habitat, AFP Integra, Prima AFP, and Profuturo AFP. We faced several problems simultaneously: we did not have personalized access to the server, no security policies, and servers went down due to electricity problems. Therefore, services such as servers were down. Thanks to the services implemented by Claro Peru, there are no server crashes due to external causes, the necessary and required security is handled, and good support, technology, change, and cutting-edge services are provided. These solutions have taken our technology to the next level. We are now at the same level as the best companies in the country.”

Dr. Giovanna del Pilar Piralé Reyes

President of Asociación AFP



CLIENT PROFILE

CardNET was founded in 2000 as an electronic transaction operator. Its goal was to obtain economies of scale, achieve more excellent optimization of the industry's investments, and improve the quality of its services through a robust and efficient technological platform and specialized human talent.

By 2002, CardNET acquired the operations of ATH Dominicana, achieving the interconnection of all ATM networks and providing ATM management to Dominican banks. In 2003, CardNET launched the ACH electronic transfer service, allowing bank customers, companies, and individuals to manage their payments and collections electronically.

In 2018, it received accreditations from Union Pay International, the world's leading Asian card brand. As such, it joined the processing of brands such as VISA, MasterCard, AMEX, and Discover.

CardNET has become the primary support entity for the financial sector, offering services to industry, commerce, and the service sector, and is now the most significant electronic transaction company in the Dominican Republic.

COMPANY SIZE

CardNET has more than 350 collaborators in the four main cities of the Dominican Republic, with service coverage in all places where businesses, financial institutions, and anyone who requires its services.

CHALLENGE

Since CardNET's services are required 24/7, it was necessary to guarantee that its platforms would be permanently available to ensure total continuity of payment and wire transfer operations. Since its beginnings, CardNET has had two Data Centers to support the operations of critical applications, but both were located in Santo Domingo.

Given the country's geographic location, a vulnerable area during the cyclone and hurricane seasons, a decision was made to look for a facility whose geographic location did not represent this type of risk. At the same time, it had to comply with the highest standards of security and operation that the industry demands for high-tech data centers. Also, it was looking for cloud services that would support its critical applications, some with very specialized hardware and software; in other words, a hybrid cloud. Finally, we wanted a technological solution for our communications so that outside-the-country operations would not affect our demanding response times with our customers.

SOLUTION

After evaluating several locations and providers, they decided on Claro Colombia's Data Center Triara, where all the needs of cloud plus hosting solutions for CardNet's particular requirements were met, all under the same concept of Managed Services and Cloud.

A solution that integrated different cloud components and services was designed to guarantee high availability of services and optimum performance of operations. This solution includes Private Cloud, Administration and Management, Colocation, MPLS, and Internet connectivity services.

CARDNET SA

<https://www.cardnet.com.do/> | E-commerce



DOMINICAN REPUBLIC



BENEFITS

Nowadays, CardNET has a disaster recovery facility located in one of the most modern, secure, and efficient Data Centers in Latin America. This benefit has allowed them to continue complying with the regulatory requirements from governmental entities and certifications required by the market, such as PCI.

CardNet's customers who make payment transactions with bank cards, ATMs, and ACH benefit the most since they have an up-time higher than 99.99%, avoiding lost transactions and failures in their facilities. It has been a good sales tool for new customers, which generates confidence in hiring them to support their operations.

COLLOCATION

It is how servers and network equipment are placed in a physical space in the Data Center, which has been prepared and equipped with optimal power facilities, air conditioning, and security devices, with backup, security, and the required availability.

PRIVATE CLOUD

It is an infrastructure of servers hosted in a Data Center for the exclusive use of a company that meets all the characteristics of flexibility the cloud offers.

REMOTE HANDS

Staff of IT experts physically located in the Data Center with the professional skills required to execute on-site requests promptly to ensure service continuity.



Our commitment to guarantee the service levels required by a payment operation depends greatly on the facilities where we operate. Therefore, selecting Claro Dominicana as a partner in this business was a strategic and highly satisfying decision. They adequately fulfilled the implementation times and our support in the operation, which they have provided us with from several countries. This solution has been very effective because, as the person in charge of the technology operation, I can provide the organization with the confidence everyone requires."

Jose Manuel Arias

Technical Support and Communications Director



CLIENT PROFILE

UTEPDA is an institution integrated by the heads of the Ministerio Administrativo de la Presidencia (Administrative Ministry of the Presidency), Ministerio de Medio Ambiente y Recursos Naturales (Ministry of Environment and Natural Resources), and the Ministerio de Agricultura (Ministry of Agriculture). They focus on coordinating and supervising the implementation of reforestation and sustainable development projects approved by the President of the Republic. They aim to improve the rural population's social, economic, and environmental conditions by implementing agricultural and forestry development projects in communities with low purchasing power and deteriorated watersheds.

COMPANY SIZE

UTEPDA has a corporate office with 100 employees.

CHALLENGE

UTEPDA is one of the government agencies located inside the Palacio Presidencial (Presidential Palace). Due to the growth and decentralization of the services they offer and to transform themselves for better execution and performance of their functions, they had to move to a new location as their corporate office.

When moving to a new office, a new IT and communications architecture had to be designed and implemented to allow them to get their services up and running promptly while minimizing any costs.

SOLUTION

UTEPDA was offered a Cloud Computing solution that would cover computing services through the Internet and private networks, with the speed required to have the services in operation optimally and promptly.

The project that UTEPDA implemented was a solution of cloud-hosted services and managed services from Claro Cloud. This solution allowed them to create an efficient collaboration scheme with internal and external clients, technological security, users, and infrastructure, minimizing the project's time in production.

The combination of services such as Virtual Servers, collaboration platforms, Virtual Data Centers, and Software as a Service were the main components that justified the project, taking into consideration the increase in productivity, the reduced implementation time, and the cost savings because the model is based on operating costs.



UTEPDA

<https://www.utepda.gob.do/> | Government



DOMINICAN REPUBLIC



BENEFITS

The project was implemented in record time. This promptness allowed UTEPDA to restart operations in its new facilities immediately thanks to the efficiency in the automation of the provisioning processes offered by the cloud-based solutions and to the highly qualified technical team in charge of implementing the Hosted PBX Collaboration and Perimeter Security solution.

Among the main benefits of UTEPDA is that it can now consume only the computing resources required to start the project. This benefit allows it to save on the purchase of infrastructure by hiring virtual servers that were sized according to the immediate need and with sufficient flexibility and scalability for eventual growth in the short term.

As an operating cost model, UTEPDA avoided going through the lengthy bidding processes that government institutions must undergo for capital investment projects. The company now enjoys flexible operating expenses that allow them to control spending efficiently.

VIRTUAL SERVERS

A virtual partition within a physical server assigns exclusive resources to each section, such as CPU, memory, or disk. It can be restarted, suspended, or shut down independently, allowing the storage and hosting of various applications, files, and data.

HOSTED PBX

It is an IP Telephony solution with PBX functionalities under the SIP protocol that allows the activation of the Contact Center Cloud service to enhance communications and ensure a secure and personalized multichannel experience.

PERIMETER SECURITY

It is a network perimeter management service that adds a layer of security by enabling secure communication from users to the virtual server platform.



Without a doubt, the process of becoming independent was one of the most challenging decisions we have made because we went from having all the resources we needed to have to acquire them on our own, which was a great challenge because we could not stop our operations for a minute, nor did we have a staff dedicated to this specific function.

That is why we decided to look for a provider that would simplify our lives and cover all our technology and communication needs by offering us turn-key solutions and an accessible and timely support and service structure to meet our needs. This provider was Claro Dominicana. Their team was available from the first contact and provided consulting services professionally and efficiently to design a world-class and customized solution.”

Jorge Acosta

Information Technology Manager



STATE-OF-THE-ART SOLUTIONS

SUCCESS STORIES VOL.3

 www.claro.com

