





Altitude Hosting & Comps





AOS – Altitude Operations Services

Wagers & High Stakes ... keeping continuity behind the scenes



Peace of mind... Focus on your Business

**Global Best Practices
and Knowledge**

Simplification
– Focus on usage

**Incremental and Fast
new functionality**

with Customer Proximity

Minimum IT operations

Vendor monitoring

Pay as you go

– grow with the business

**Always On – High Availability
by design**

**Intelligent Software –
“bilities” powered by DevOps
and State of the Art
Technology**



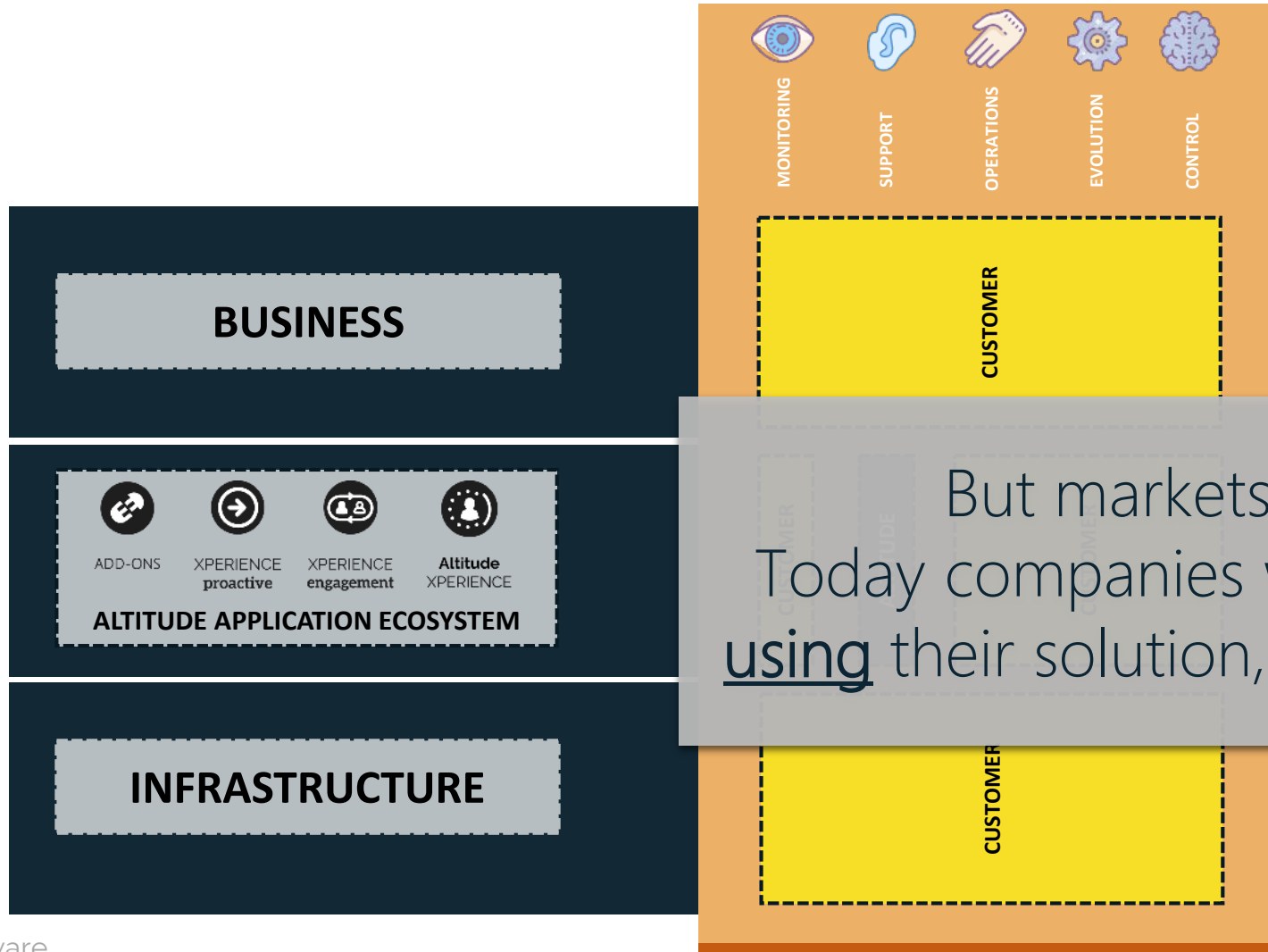
Altitude Customers

- Flexible model – Some use cases



AOS – Altitude Operations Services

Classic - Standard Maintenance



But markets change...
Today companies want to focus on
using their solution, not to operate it!



Altitude Customers

- SERVING A BRAZILIAN BANKING INSTITUTION



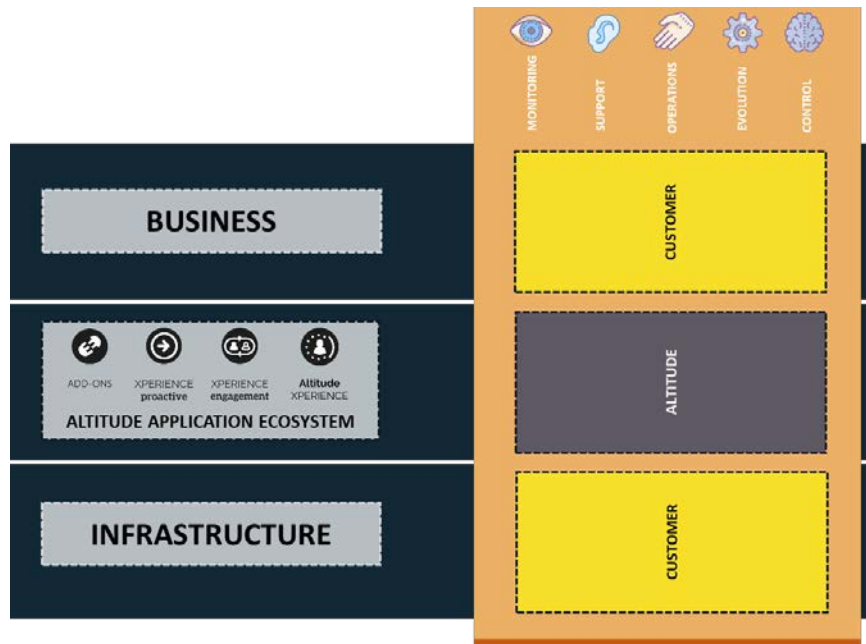
AOS – Altitude Operations Services

Serving a Brazilian Banking Institution

- One of the largest banks in Brazil
- Over 5k branches in LATAM and 6k branches worldwide.
- Operates in 20 countries and employs over 100k people and has a 60M customer base.

Challenge: Collections means several platforms to manage.

Customer Goal: Focus on business & WFM, vendors to manage the applications



OUTBOUND

COLLECTIONS

TELEMARKETING

INBOUND

COLLECTIONS

3000 POSITIONS

> 250 M INTERACTIONS / MONTH

APPLICATION ENGAGEMENT

Achievement: Huge increase in the number of daily handled interactions, causing a higher throughput in collections revenue.



Altitude Customers

- ADDING VALUE TO A GLOBAL BPO PARTNER



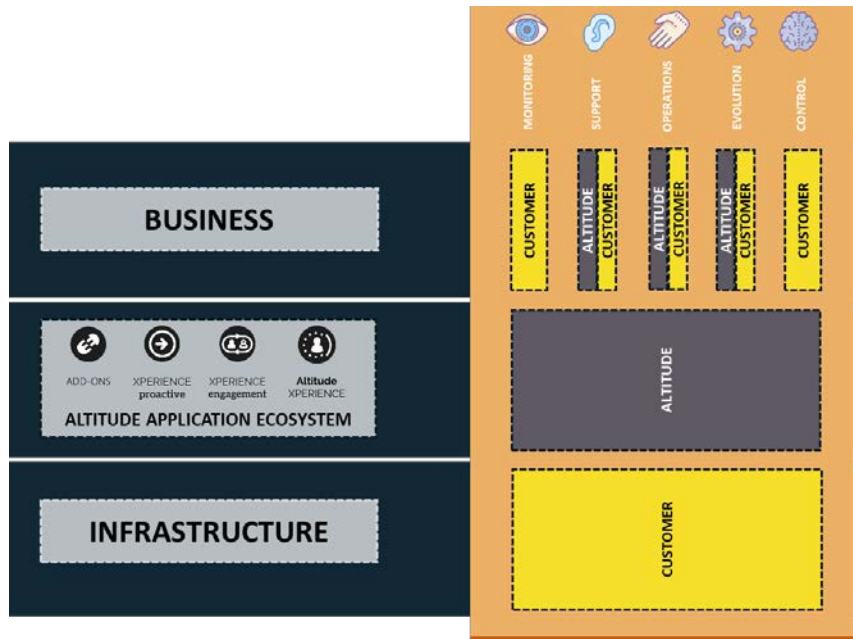
AOS – Altitude Operations Services

Adding Value to a Global BPO Partner

- One of the top 3 BPOs world-wide
- Operates in 13 countries and employs 150k people across 93 contact centers.
 - 80k employees and 36 contact centers just in Brasil.

Challenge: Has several vendors/suppliers sometimes with business area overlap.

Customer Goal: Improve results and throughput.



OUTBOUND

COLLECTIONS

INBOUND

COLLECTIONS

2.000 POSITIONS

> 107 M INTERACTIONS / MONTH

APP & BUSINESS ENGAGEMENT

Achievement: Big performance increase and reached highest values of business objectives. As a consequence, agent idle time is under 5 seconds



Altitude Customers

- SUPPORTING AN INSURANCE COMPANY IN EUROPE



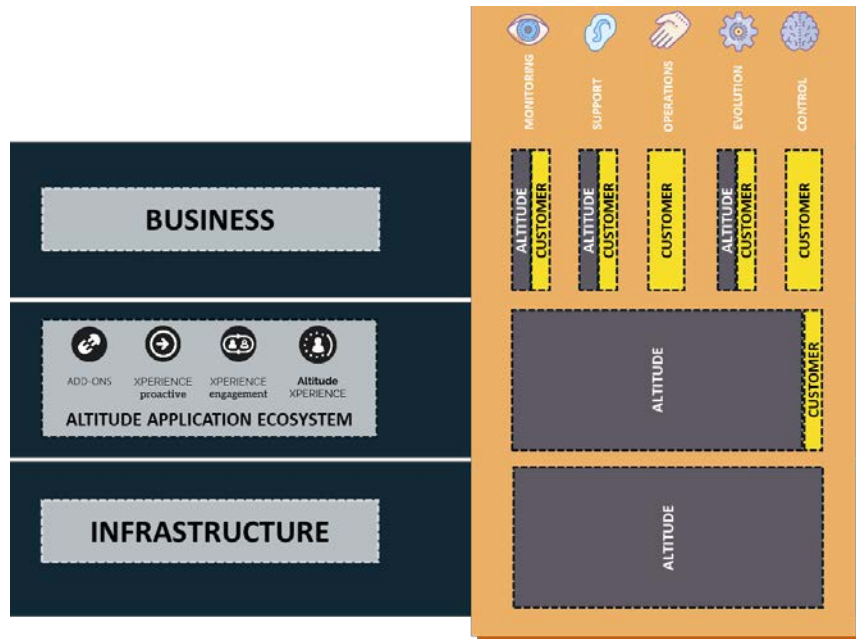
AOS – Altitude Operations Services

Supporting an Insurance Company in Europe

- Biggest health insurer in Spain.
- Over 45k specialists, 1k medical branches and 300 clinics.
- 2017 net growth of over 300M€, 23% more than 2016.

Challenge: Minimal CAPEX and solution scalable to keep up with the company growth.

Customer Goal: “Just want to use it”, vendor to supply the infrastructure and manage it.



INBOUND

OUTBOUND

1000 POSITIONS

4 MAIN OPS

> 650 K INTERACTIONS / MONTH

CUSTOM INDICATORS

END TO END OPS (**PROJECT TO OPERATION**)

99.9% SLA FOR WHOLE SOLUTION (**FROM BUSINESS PERSPECTIVE; INC PABX, NETWORK,...**)

Achievement: Dramatic cost savings and IT HR costs (they have just 1 person), huge increase in platform uptime/resilience.



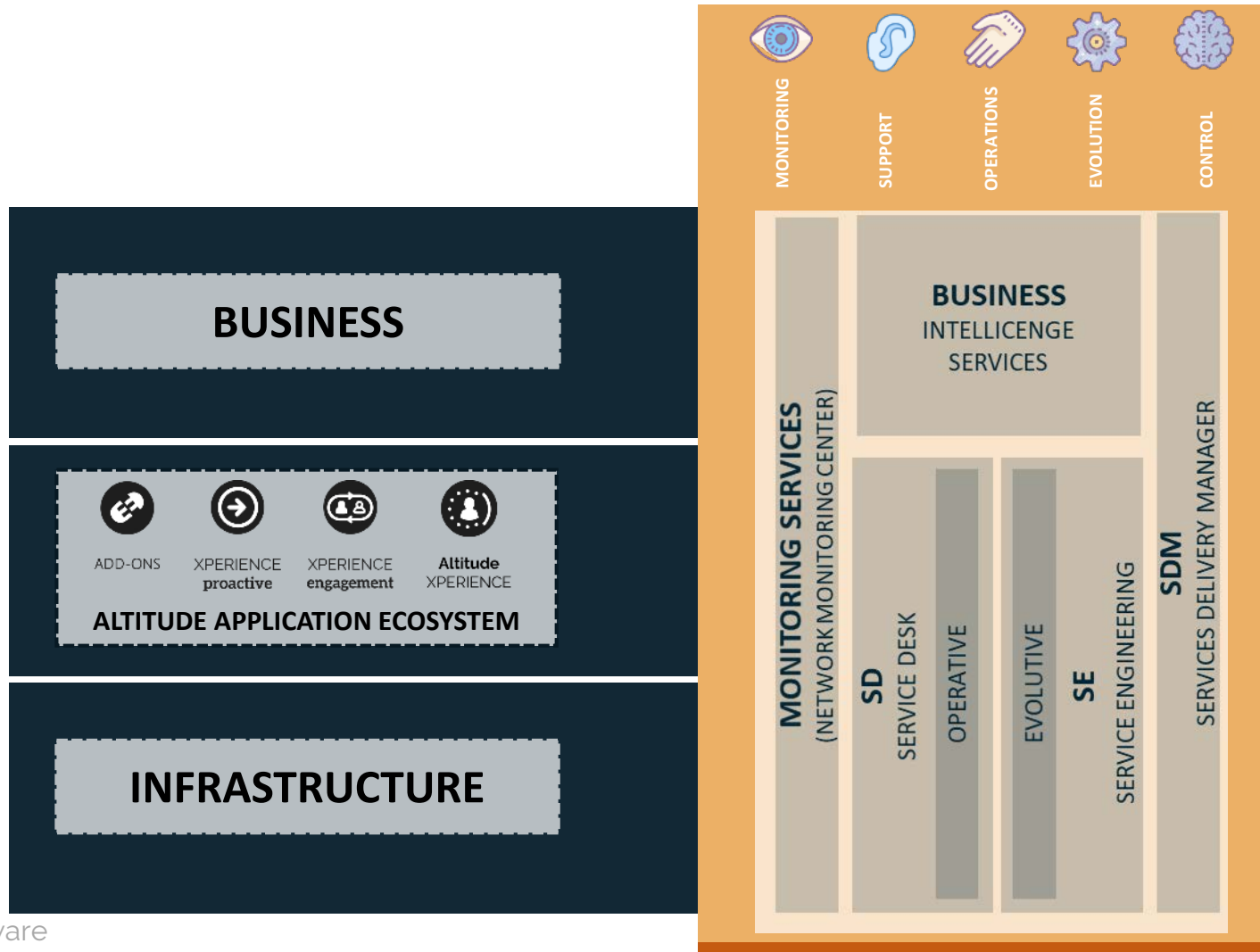
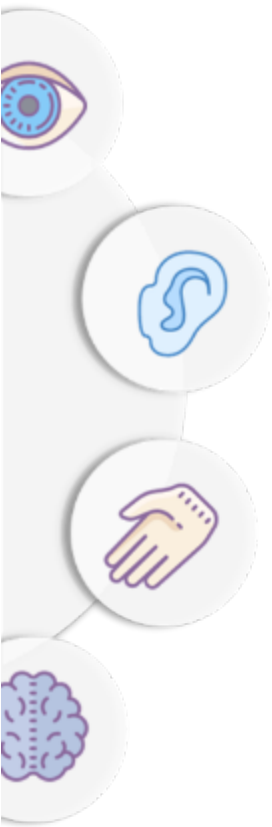
AOS - Services

- WHAT IS DONE BEHIND THE SCENES
 - WHAT VALUE ADDED SERVICES ARE PERFORMED



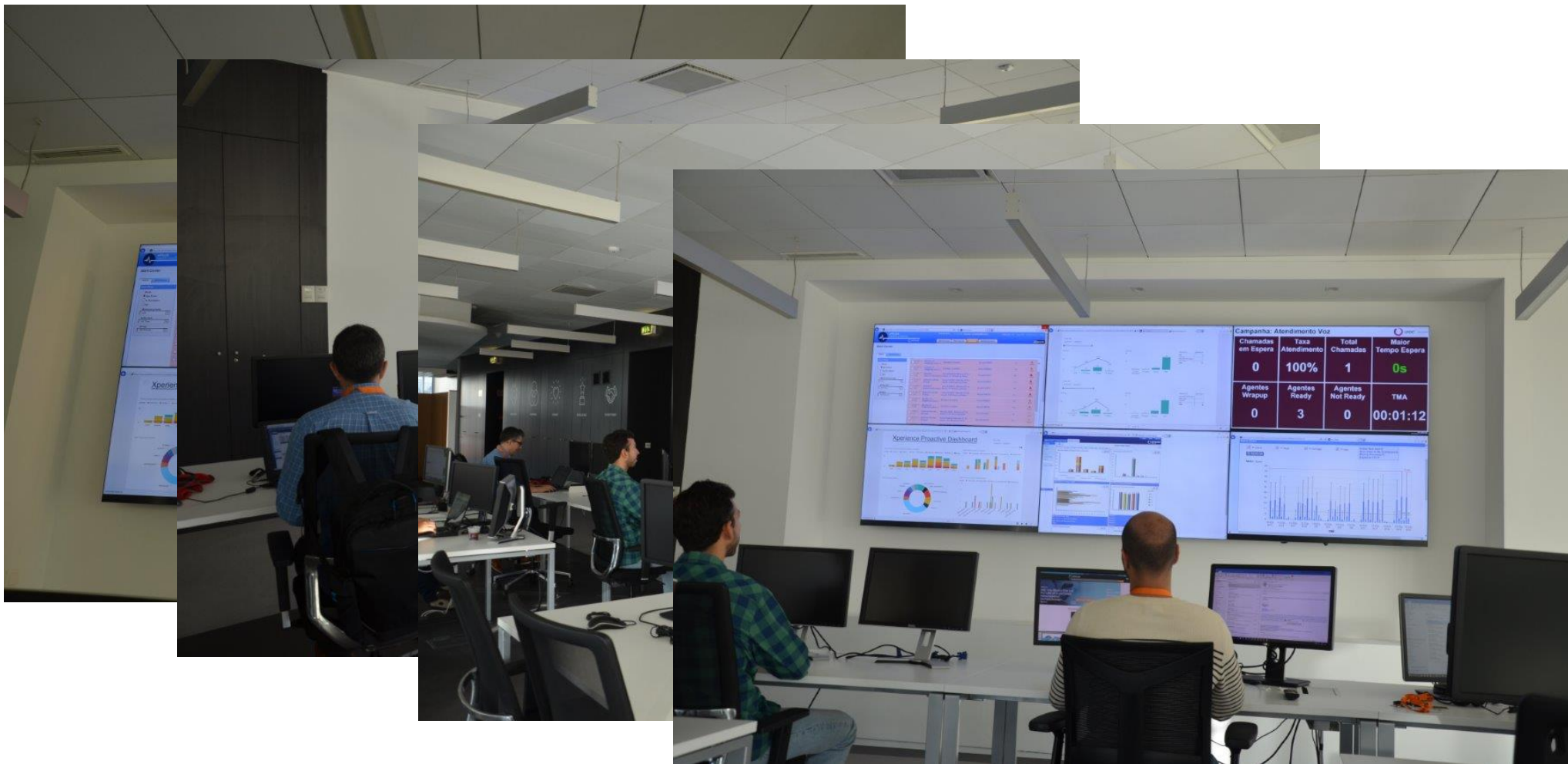
Behind the Scenes...

AOS = Peace of mind for your Business



AOS – Services

New Capacities – Network Monitoring Center (NMC)

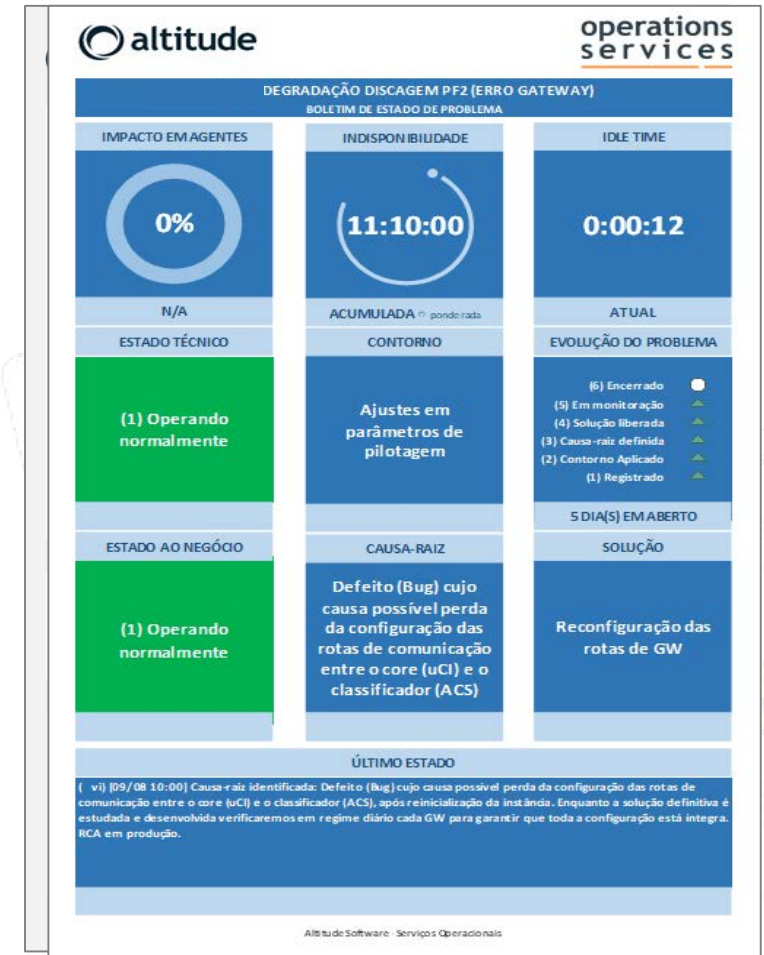






AOS – Services

Documentation & Service Management Tracking



Recap

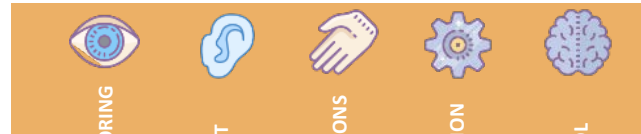
**...Piece of mind for your
business**





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Wagers & High Stakes ... keeping continuity behind the scenes



SIMPLIFICATION: USE IT



CUSTOMER PROXIMITY
WITH GLOBAL PRACTICES



FAST GO TO MARKET (make it happen)

THANK YOU!

1993



2018



INNOVATION



EXCELLENCE



TEAMWORK



COMMITMENT



PASSION