

A high-angle, wide shot of a city skyline at night. The foreground shows a large, modern building with a flat roof and a parking lot filled with cars. In the background, numerous skyscrapers are illuminated, and a body of water is visible. A large crane is visible on the right side of the frame. The sky is a mix of blue and white clouds.

# **GROUP DIGITAL TEAM MONTHLY REPORT**

South America - July 2020

# Group Digital Team

## Monthly Report South America

### GENERAL TOPICS

- **HOME-OFFICE**, our region still with home-office, we have some offices open, but we are working in minimize risk with the virus, so far we are doing a good performance from home, and we are moving people over the office, just if we need, all of this with all protocol for it. Our Digital team is moving to the office in order to continue a good support level in the region, this is only at the time it is necessary.
- **COMPUTERS RENEWAL**, all new computers are in the region, now we are preparing a replacement plan for users to have too old machines or need better performance.



- **BUDGET CONTROL**, we have good progress in budget reduction, our region is 20% behind budget, we continue working in order to keep saving. Or we have more control and all support from business on it.
- **CYBER AWARENESS TRAINING** we have problems with this page (here) it still under maintenance for long time, is important to fix

it sooner, because all user need to understand all risk related to cyberattacks, some people don't understand well their risk!.

- **PRINTERS**; We are planning to move our printers over Cannon it is a global contract and now we are analyzing it. During lasts months years we reduce our expenses on print more than 60%, the plan now is how we can keep on it after Covid-19.

### PROJECTS

- **NETWORK UPGRADE**, we continue working with our network upgrade and hardware refresh at the region, we need to put speed to this project, because of COVID-19 are been delay it for many months. We started negotiation we Telefonica in order to have a strong vendor for all regions, all pf this is working together with Denmark.



- **CLOUD IMPLEMENTATION**, we still working on it, because the previous step is the network upgrade, this project is important for FLS

because we need to eliminate almost all physical server and move everything over the cloud, we need to have the last technology, in term of connectivity.



- **REQUEST BY CUSTOMER**, we are working on the implementation of storeroom solution (Sistema Pañol) for Pelambres, Caserones, and Collahuasi. We have a key user and we are review with him all steps in order to have a solution then they need.
- **BUSINESS INTELLIGENCE PROJECT**, We are working on a project of Business Intelligent for different information reviews and monitoring, many people from our region are been involve, Quality, and all managers team. Australia and Denmark are coaching and help us with it. We are looking for tools, can provide better analysis it is of our financial and operational area. we are developing a periodical meeting about it.
- **DIGITAL SIGNATURE**, we are implementing a digital signature solution for Chile, we continue negotiation with vendor because now we have more competitors on board.



# Group Digital Team

## Monthly Report South America

- **LAND PHONE SOLUTION, TEAM** as a solution for the phone system, we are looking for a solution for land phone, because we will eliminate all cisco solution and Fuse services. All SAMER need to move to the next level of services we are negotiating with Teams as a Phone solution for our region, this project is starting. Also, we are reviewing it with Telefonica, all is according to the conversation with Denmark.



### APPLICATION

#### EPICOR SAMER

- **SUPPORT EPICOR AS AN ERP,** We had a large list of pending in Chile, during the last months we are been decreasing significantly and we continue in the same in order to minimize it.
- **PERU ISSUES LIST,** We started to review the Pending list of Peru, the idea is to review what will be the prioritization and financial team will decide how we will work on it. The plan is to do the same as Chile.
- **EPICOR IN COLOMBIA.** We have good

progress for Colombia, we have almost all configuration and basic data inside of Epicor, in August we will do the UAT and September is our go-live according to the schedule.

#### LOCAL APPLICATION

- **SGO SYSTEM,** All HR activities are in progress, the Digital team is supporting the business on it, we have a large list of activities, all of this plan is in progress according to our schedule.
- **BRAZIL ERP,** we have a new request in Brazil in order to improve TAX reporting and calculation, we are looking for a local solution in order to have this, we will prepare some quotations from our potential vendors in order to have all approval.



### INFRASTRUCTURE

- **TICKETS AND SUPPORT;** we still working in order to improve our support, the number of tickets are been decreases because users are been more stable. At the time our support provides remote services required extra work, but the user is more stable and

confident with the support they have. Also the Infrastructure/application areas more stable, we have good support for users, we are reducing the time for the resolution.

- **CLARA CHATBOT** We need to continue to improve our service, Clara Chatbot and s support are 100% of the time online, she creates your tickets so quickly and you can report all tickets to ITServiceDesk via Clara Chatbot in Microsoft Teams.
- Clara is available on Microsoft Teams only and is an interactive virtual ServiceDesk.
- If you don't find Clara in your MS Team, you can add this feature to your MS Teams Contact by this link. You can talk with Clara saying "hi" for example and she shows you a menu with many ways to help you. If you want to put a ticket use the option "General inquiry form".



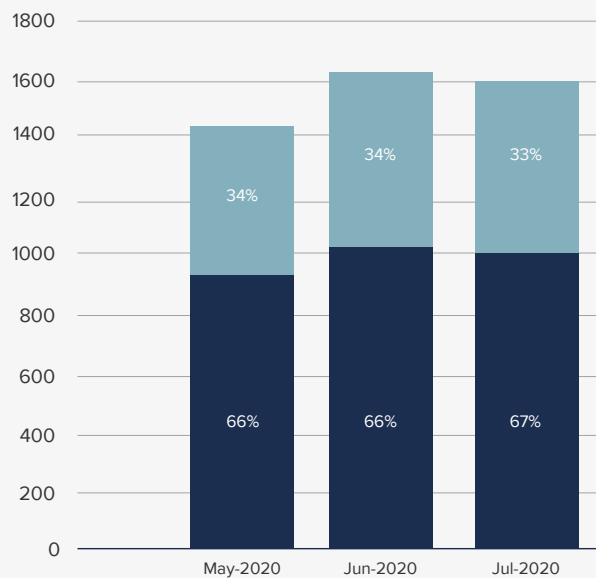
**Clara - GBS Chatbot**  
Sent a card

# Group Digital Team

## Monthly Report South America

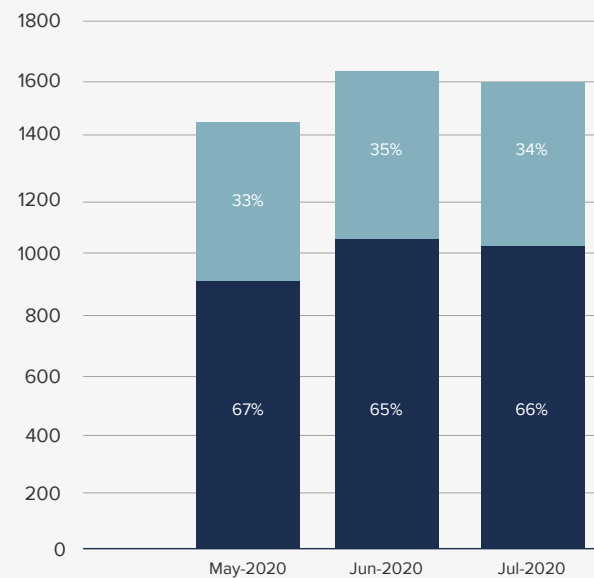
- **SUPPORT STATISTICS;** Users are working more stable from home, also application area has fewer problems than previous months. It is a good signal because we are starting to be more stable with our Support. We need to continues to progress

TICKETS OF SAMER USER - OPEN LAST 3 MONTH  
SEPARED BY TYPE



Apications	521	592	567
Infraestructura	1024	1126	1135

TICKETS OF SAMER USER - CLOSED LAST 3 MONTH  
SEPARED BY TYPE



Apications	518	584	564
Infraestructura	1035	1104	1113

# Thank you!