

The background of the slide is a nighttime photograph of a cityscape, likely Santiago, Chile. It shows a dense collection of buildings, some with lights on, and a large stadium with a distinctive roof structure in the middle ground. A highway with light trails from cars is visible in the foreground. The sky is dark with some clouds.

# Monthly Report

## Chile - December 2020



# SUMMARY 2020

## ★ COVID-19

The region is growing in the second wave of infection, many cities are been with more restriction in mobility. The expectation is the restriction will increase week by week...

■ **IN SUMMARY THE PAST YEAR 2020**, we did a lot of things in the of GDT, the most significant was.

■ **FAST MOVEMENT.** All GDT team had a good performance at the time we moved a **big % of the company as a home-office**, the experience was fantastic because all users were moved in a short period of time, all team worked synchronized and FLS showed to our customers **100% functionally** without the lost time and **100% ready** for providing the best support customers.

■ **CLOUD IS IN THE REGION.** We are pushing the project of Cloud migration, today we have **95% progress** and we just have 2 activities pending. The good thing for our users was.

- ✓ All information in the cloud, this means all information will be with high available with access everywhere.
- ✓ We are saving a lot of money in infrastructure and license cost
- ✓ Simplify the process for our system
- ✓ Great capability and flexibility to grow and decrease.

■ **EPICOR STABILIZATION IN CHILE** we had serious problems in Epicor system at the end 2019, Epicor had a lot of issues in different area, we work together with Chilean Team, Chennai, Australia and we moved from dark-zone, today we have stable ERP, we close the month on time with all information came from the system. Good teamwork.

■ **EPICOR IMPLEMENTATION,** We implemented Epicor in Colombia in just 60 days, now we start to have Colombia's full integration into the principal ERP we have in the region.

■ **LOCAL ERP UPGRADE,** We did a phenomenal upgrade of Microsiga in Brazil (local ERP) we didn't noise about it and all functionality is working ok. It helps us in order to align with what FLS request in term of process and legislation.

■ **NEW APP SOLUTION,** We develop an important solution for the procurement team in order to simplify the process and do it easily a fast. we have a good go-live with 100% of top managers supporting it, and the next step is integrated into all-region.

■ **BI SOLUTION** for SAMER region, we are developing with the business in order to have a real KPI's and BI's reports for us, in the past, it was manuals process and not integrated. Today we are working with Services execution and at we finish it, we will start to integrate other areas like Logistics, sales, and procurement. The plan is to be aligned and improve our performance in the region, and this kind of tool help us with it.

■ **ELECTRONICS SIGNATURE,** We are implementing electronics signature in Chile operation it will be the first solution with it in the region, all solution is according legislation and the focus in the process we have too many papers printed, the plan is to reduce it and be more dynamic in all processes

★ **SAVING,** Saving, we did a good performance with our budget, we saved money with different initiatives and activities...

- ✓ Re-negotiate Cell contract
- ✓ Re-negotiate Internet link contract
- ✓ Review and implement the new solution in order to minimize the print process
- ✓ We prepare a Budget for 2021 with less money than 2020 but with better services and availability.

■ **MANAGEMENT TEAM** We have a new senior management team in GDT, Miko is working really strong in order to defined the new way of work and the strategy and plan for 2021, also his focus ins consolidate all things good we did in 2020. we will start in 2021 with all implementation and execution of all of this plan

■ **TEAM REDUCTION,** some team members in the region have resigned, we didn't fill these positions, it has an impact in our activities because all of us are working with full capability, with all of this we are continues to be really productive and GDT is a good partner into the business.

## GENERAL TOPICS



**The budget** is in the last steps of our budget 2021 approval, preparation, we don't believe we have issues because we are decreasing our budget year by year, the focus now is to have a better 2021 for FLS and GDT Team.

**PDR**, We have finished the PDR process for 2020 and we are ready in order to allocate our goals for 2021.

## APPLICATION ERP-SOLUTIONS



- ✓ **Epicor Colombia**, we need to consolidate Epicor 10 in Colombia, this is one of our Challenges in 2021 Q1
- ✓ **Epicor Peru in the next level**, we need to put our hand in Peru, we have a large list of pending there, some of them we didn't resolve from long time, in the first semester we need to reduce the Pending List and also review system and setup it as we request as a region.
- ✓ **Epicor Implementation**, we need to implement Epicor in Uruguay, Paraguay and Ecuador, this also a Challenge for this 2021.
- ✓ **Epicor Implementation**, We are expecting final approval for implementation in Uruguay, Paraguay, and Ecuador, the team is ready for this challenge.

## STANDARD APPLICATION

- ✓ **Business Intelligence Project**, we will continue to push and improve it, the plan is to have SAMER region with a good reportability's system, all of this will have us to be sure we will complete all goals we have from headquarters, in terms of continued growth and maximize our profitability.

- ✓ **SGO implementation**, HR team is looking for implementing the same solution we have in Chile with the SGO system (HR solution for all Intermittent employees according to local legislation) we need to review how we can do it and review what is the real impact. We will go following the GDT process in case we will do it.
- ✓ **Tax Solution for Brazil**, We have Denmark approval for implement a better solution for tax control in Brazil, this solution needs to be fully integrated with Microsiga (Local ERP).
- ✓ **Epicor Implementation**, we need to implement Epicor in Uruguay, Paraguay and Ecuador, this also a Challenge for this 2021.
- ✓ **Expense solution for Brazil** We need to review how we can have an expenses solution for Brazil, our current solution is out of support, the risk is too high. The idea is to have something integrated with Microsiga ERP, we are evaluating some alternatives.

## INFRASTRUCTURE



- **Cloud Solution**, we are really close to finish the cloud project during this Q1, we just have remaining the configuration of the servers and moving datacenter to our building in Chile. Cloud is a fantastic solution because we finally are moving all data to cloud it also includes application and solution it provides to us better availability and you can access to it from any place. In terms of Infrastructure we are eliminating almost 100% of them with less risk and high flexibility. Q1 We will complete it.
- **Land Phone solution**, we need to move out from the Cisco solution in 2021, we need to push this solution because Peru and Chile have it in place and all organizations are moving over Team as a Land-phone solution, we will do it for all SAMER Region.

- **Network**, we will finish our pending upgrade in Brazil, Peru, and Chile, the challenge is to complete this task before April 2021.



## Clara - GBS Chatbot Sent a card

- ✓ We are using Clara-chatbot more than the rest of the world, which is a good signal because Clara-Chatbot is a fast interaction with our Support team, our challenge in 2021, is moved over this kind of solution, minimizing the email interaction, and start to move it over Clara-Chatbot.

	CHATBOT	EMAIL	OTHER
SAMER Region	21,1%	71,3%	7,6%
Total Global	14,4%	45,5%	40,1%

**Remember Clara chatbot will be your direct support faster and easy 7/24 hour, ready for support you.**

**Clara Chatbot**— this is your personal support do you have in Team she works 7/24 always will be available

- Clara is available on Microsoft Teams only and is an interactive virtual ServiceDesk.
- 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".

**Support statistics**; we are more stable in infrastructure, our global and local team are doing a fantastic job we are reducing our time to solve ticket our numbers are.

- 50% of the tickets are solved in 1 hour
- 85% of the tickets we are solving in less than a day
- 95% in 15 business hours.

# Thank you!