



Seminars and Field Trip

Plant Tour Report

Submitted by:

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November 2024

I. Name of the Company:

Synacy

II. Address:

Unit 9011, Level 9, Crown 7 Building, Pope John Paul II Avenue, Mabololo

III. Date of Visit:

October 17, 2024

IV. History of the Plant/Industry:

Synacy was started to provide technology and communication services, mainly focusing on the internet and phone systems for businesses. Over time, it grew by helping more businesses connect through reliable internet and phone solutions. The company has expanded its services to reach a bigger audience and provide more digital tools.

V. Major and Minor Products/Services:

- **Major Products/Services:**
 - **Telecommunication Services:** Synacy offers internet and VoIP (voice-over-internet protocol) services, which allow businesses to have reliable phone and internet connections.
 - **Cloud-based Communication Tools:** They provide tools that help businesses communicate more easily online.
- **Minor Products/Services:**
 - **Customer Support and Consulting:** Synacy also advises companies on improving their internet systems and provides technical support to help with any issues.

VI. System Application/Computer Application:

Synacy uses different software to run its services smoothly. They use their own software to manage phone and internet services, as well as CRM (Customer Relationship Management) software to keep track of customer needs and support. They also use tools to monitor network performance to quickly fix any problems.

VII. Major Problem Identified:

One big challenge Synacy faces is providing high-quality internet in areas where infrastructure is not well developed. This sometimes makes it difficult to give clients the best connection and leads to delays. To solve this, the company is trying to expand its infrastructure and work with local providers to improve services.

VIII. Learning Experience:

Visiting Synacy taught me a lot about how internet and communication companies work behind the scenes. I learned about the importance of keeping strong service quality and quickly fixing any issues that come up. I also saw how important customer support is to keep clients happy. This experience showed me how much effort goes into managing and improving tech services and how much companies like Synacy need to adapt to changing technology.

Picture of the Tour



I. Name of the Company:

Alliance Software Incorporated

II. Address:

7th Floor, Unit A&B, Pioneer House Cebu, Cardinal Rosales Avenue, 6000

III. Date of Visit:

October 18, 2024

IV. History of the Plant/Industry:

Alliance Software Incorporated was founded to provide IT services and software solutions. The company has focused on delivering high-quality software for local and international clients. Over the years, Alliance has grown by helping businesses improve through technology and has built a strong reputation in the software development industry. They offer a range of custom software and IT services, making them a trusted partner for businesses that need reliable tech solutions.

V. Major and Minor Products/Services:

- **Major Products/Services:**
 - **Custom Software Development:** Alliance develops customized software solutions for businesses, meeting their specific needs in various sectors like finance, healthcare, and logistics.
 - **IT Outsourcing Services:** They provide outsourcing services, allowing businesses to focus on core tasks while Alliance manages their software development and IT support.
- **Minor Products/Services:**
 - **Technical Support and Maintenance:** Alliance also offers ongoing support to help clients manage and update their software after it's launched.
 - **Consulting Services:** They guide businesses on the best tech strategies, ensuring they use the right tools and systems for growth.

VI. System Application/Computer Application:

Alliance uses different tools and platforms to support software development and project management. They rely on collaboration tools for team communication, project tracking systems to manage tasks and timelines, and various coding and testing software to ensure high-quality software products. Additionally, they use CRM software to maintain strong client relationships.

VII. Major Problem Identified:

One main challenge Alliance faces is finding and retaining skilled software developers, especially as technology keeps evolving quickly. With a high demand for tech talent, it can be difficult to keep enough staff with specialized skills. To address this, the company invests in training programs and partners with educational institutions to build a steady talent pipeline.

VIII. Learning Experience:

Visiting Alliance Software Incorporated was a great experience that showed me what it's like to work in a professional software development environment. I learned about the importance of teamwork in completing projects on time and how critical it is to communicate well with clients to meet their needs. I also saw how companies like Alliance need to keep improving their skills and knowledge to stay competitive in a fast-changing industry.

Picture of the Tour





I. Name of the Company:

Bantay Mandaue Command Center

II. Address:

Bantay Mandaue - CDRRMO, 8WHV+26H, Zamora Street, Cebu, Mandaue City

III. Date of Visit:

October 17, 2024

IV. History of the Plant/Industry:

Bantay Mandaue was established to promote safety and security in the Mandaue area. The organization works closely with local authorities to ensure the community remains a safe place for residents and businesses. Over the years, Bantay Mandaue has implemented various programs focused on crime prevention, community awareness, and emergency response. Their efforts have helped build trust between citizens and law enforcement, making Mandaue a safer city.

V. Major and Minor Products/Services:

- **Major Products/Services:**
 - **Community Safety Programs:** Bantay Mandaue runs programs aimed at educating the public about safety practices and emergency preparedness.
 - **Neighborhood Watch Initiatives:** They organize local groups to monitor neighborhoods and report suspicious activities to authorities.
- **Minor Products/Services:**
 - **Workshops and Training:** Bantay Mandaue offers workshops for citizens on self-defense, first aid, and how to respond in emergencies.
 - **Community Outreach:** They engage with residents through various events to raise awareness about safety issues and resources available to them.

VI. System Application/Computer Application:

Bantay Mandaue uses different tools to manage their programs and communications. They utilize social media platforms to spread information and engage with the community. Additionally, they have a database to track safety reports and community feedback, which helps them improve their services and respond effectively to concerns.

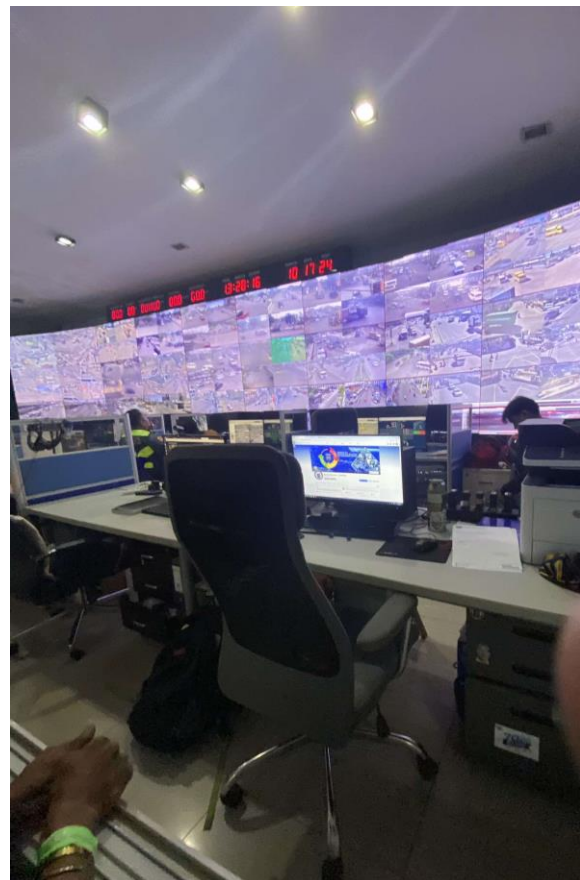
VII. Major Problem Identified:

One major challenge Bantay Mandaue faces is the limited awareness among residents about available safety resources and programs. Many people are unaware of the services they offer, which can lead to missed opportunities for community involvement. To tackle this, Bantay

Mandaue is working on improving their outreach strategies, including more community events and collaborations with local organizations.

VIII. Learning Experience:

Visiting Bantay Mandaue was an eye-opening experience. I learned how important community safety is and how organizations like Bantay Mandaue work hard to protect and inform residents. I saw firsthand the impact of their programs on the community and how they build strong relationships between citizens and local authorities. This visit highlighted the value of community engagement and the need for clear communication to ensure everyone is aware of safety measures and resources.



I. Name of the Company:

University of San Carlos

II. Address:

P. del Rosario St., Cebu City, 6000, Philippines

III. Date of Visit:

October 18, 2024

IV. History of the Plant/Industry:

The University of San Carlos (USC) is one of the oldest universities in the Philippines, established in 1783. It has a rich history of providing quality education and has evolved over the years to meet the needs of students and the community. USC offers various programs in arts, sciences, engineering, and business, emphasizing academic excellence and holistic development. The university is committed to research, community service, and promoting cultural heritage through its various initiatives.

V. Major and Minor Products/Services:

- **Major Products/Services:**
 - **Education Programs:** USC offers undergraduate and graduate programs across various fields, equipping students with knowledge and skills for their careers.
 - **Research and Development:** The university engages in research initiatives that contribute to knowledge creation and community development.
- **Minor Products/Services:**
 - **Library Services:** The USC library provides access to a vast collection of books, journals, and digital resources to support student learning and research.
 - **IT Lab Services:** The IT lab is equipped with modern computers and software, giving students access to technology for their academic projects.

VI. System Application/Computer Application:

The University of San Carlos uses a variety of computer applications to enhance learning. They have learning management systems (LMS) that facilitate online courses and resources, along with specialized software in the IT lab for programming, design, and research purposes. The library also utilizes digital platforms to allow students to access resources online, improving the overall learning experience.

VII. Major Problem Identified:

One challenge faced by USC is the need for continuous upgrades to their facilities and resources to keep up with technological advancements. While the university provides many resources, ensuring that all labs and libraries have the latest equipment and software can be a challenge. To

address this, USC is actively seeking partnerships with technology providers and alumni to secure funding for upgrades and improvements.

VIII. Learning Experience:

Visiting the University of San Carlos was an enriching experience. I learned about the diverse programs and resources available to students, including the importance of having a well-equipped IT lab and library. Exploring the campus and museum helped me appreciate the university's commitment to preserving cultural heritage and promoting learning. This visit emphasized how educational institutions play a crucial role in shaping future leaders and the importance of maintaining quality facilities and resources to support student success.

Picture of the Tour

