



Project Management

RFP PRDE-OSIATD-2018-002 Mobile Devices, Professional Development and Project Management

Presented by: Evertec

December 13, 2018



Introduction

The Puerto Rico Department of Education (PRDE) issued a Request for Proposal to mobile device equipment, delivery and maintenance for PRDE educators and students.

Evertec is please to present our solution for the PRDE's Category 3 Project Management. **Evertec has assembled a Team of Industry-leading experts** to offer the most qualified resources and ensure a successful project delivery.

The Team is Composed of the following companies:



We are confident our Team can meet the PRDE's business requirements.





Agenda

- > Absolute Tracking System
- > Call Center Services
- > Mobile Devices Ticketing System





About Evertec

- > We are a leading technology company in Puerto Rico
- > The #1 acquirer/processor in Central America and the Caribbean and within the top 10 in Latin America.
- > Business in 26 countries in Latin America and offices in other 11 countries
- > Warehouse facilities of 10,000sqf and more than 2,000 employees.
- > Call Center Service / Help Desk 24/7 in our facilities for US Virgin Islands and Puerto Rico
- > More than 30 years of experience providing products and services to government agencies.



evertec[®]
Technology that speaks your language





About Caribbean Data System Inc.



- > Local company established since 1969.
- > With almost 50 years of experience in the IT industry, we will assist you as your System Integrator in selecting the best hardware and software integration while providing the best solution applicable to your needs.
- > With a 12,000sq.ft warehouse and 50 ft height located at airport premises.
- > Only Titanium Dell EMC Partner in Puerto Rico authorized to resell and support all Dell branded products.
- > Microsoft Surface authorized reseller.



About Camera Mundi

- > Largest and most complete provider of products and services to the Puerto Rico Department of Education with 44 years of experience. 16 years of experience providing mobile computer labs to school environments.
- > Camera Mundi, Inc. has the curated and experienced human resources that have been leading large scale implementations of technology into the classrooms.
- > Today the largest provider of Assistive Technology products, equipment and services for the Secretariat of Special Education for the PRDE.
- > Counts with a staff of 115 resources and 100,000sq.ft facilities.



Camera Mundi, Inc.

At the forefront of education since 1974





Absolute Tracking System



About Absolute

***/*ABSOLUTE®**

- > The "Self-Healing Endpoint Security" company
- > Headquarters in Vancouver, Canada
- > Leaders with enormous experience in information with worldwide customers.
- > More than 7 million active equipment and growing.



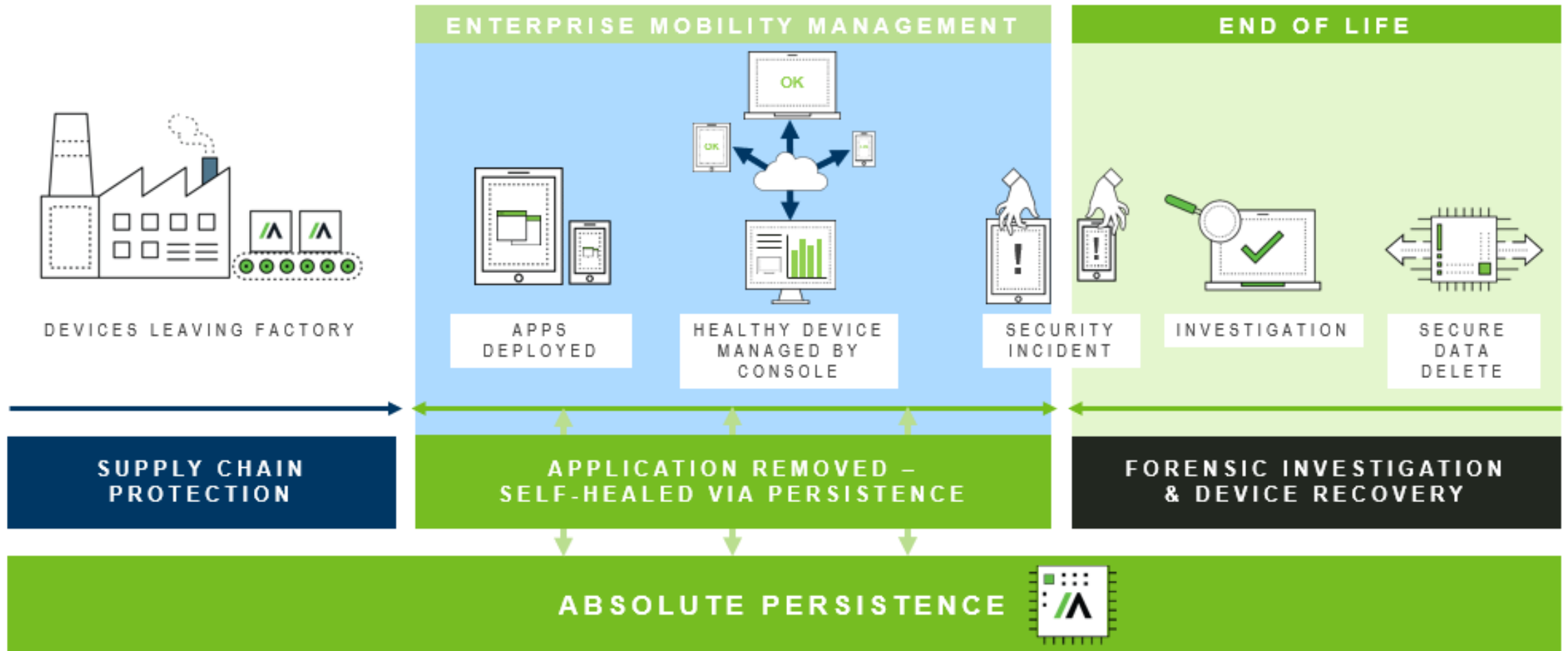


Asset Inventory Management and Tracking





MOBILE DEVICES PROTECTED BY ABSOLUTE

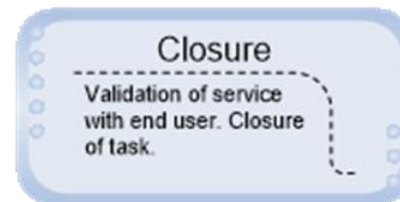
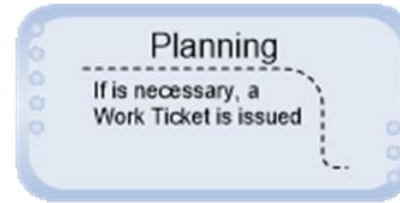
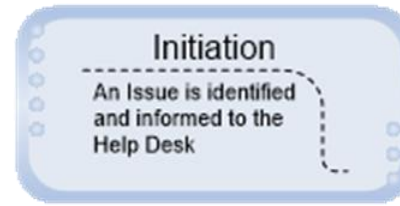




Call Center Services

Our Offering to PRDE:

- > 7 dedicated Call Center Agents, 1 Supervisor, 1 Quality Agent, 1 Workforce Management Agent and 1 Trainer.
- > Call Overflow Capability
- > Remote access with a web ticketing platform (eService)
- > 7:00am to 6:00pm support service






Evertec Help Desk

> General Information:

- ✓ Local and offshore call center facilities
- ✓ With over 70 Call Center Agents
- ✓ 24/7-365 days support service
- ✓ Attrition rate of 3%
- ✓ Basic KPI 95% attention rate and 80% Grade of Service (calls answered under 20 seconds)
- ✓ Currently handles over 140,000 calls per month for multiple clients including:
 - Dept. de La Familia
 - Dept. de Hacienda
 - Multiple Financial Institutions in PR
 - Puerto Rico Courts Administration

- > 99.93% of tickets were closed in 24 hours or less during the month of November, including on-site hardware replacement at client locations.
 - > 94% of satisfaction rating in client surveys.
- 



Quality Compliance

- > We constantly improve our quality of service by following a rigorous Service Management process, which includes:
 - ✓ Incident Management
 - ✓ Service Level Management
 - ✓ Problem Management Board
 - ✓ Change Advisory Board
 - ✓ Capacity Management
 - ✓ IT Service Continuity & Availability Management
- Evertec's customer focus is anchored in our service lifecycle approach by
 - ✓ Single point of contact Service Desk 7x24x365
 - ✓ Over 70 IT professionals certified in ITIL foundation which includes a Certified Practitioner (Master)
 - ✓ Evertec Business Life Cycle Methodology





Cupey Campus Call Center & Help Desk Facilities



- > Over 10,000sq.ft of facilities for device storage.
- > Around the clock CCTV Surveillance system with 430+ digital cameras in key points
- > Multi-location monitoring
- > Single point of entry for visitors
- > Campus wide electronic access control

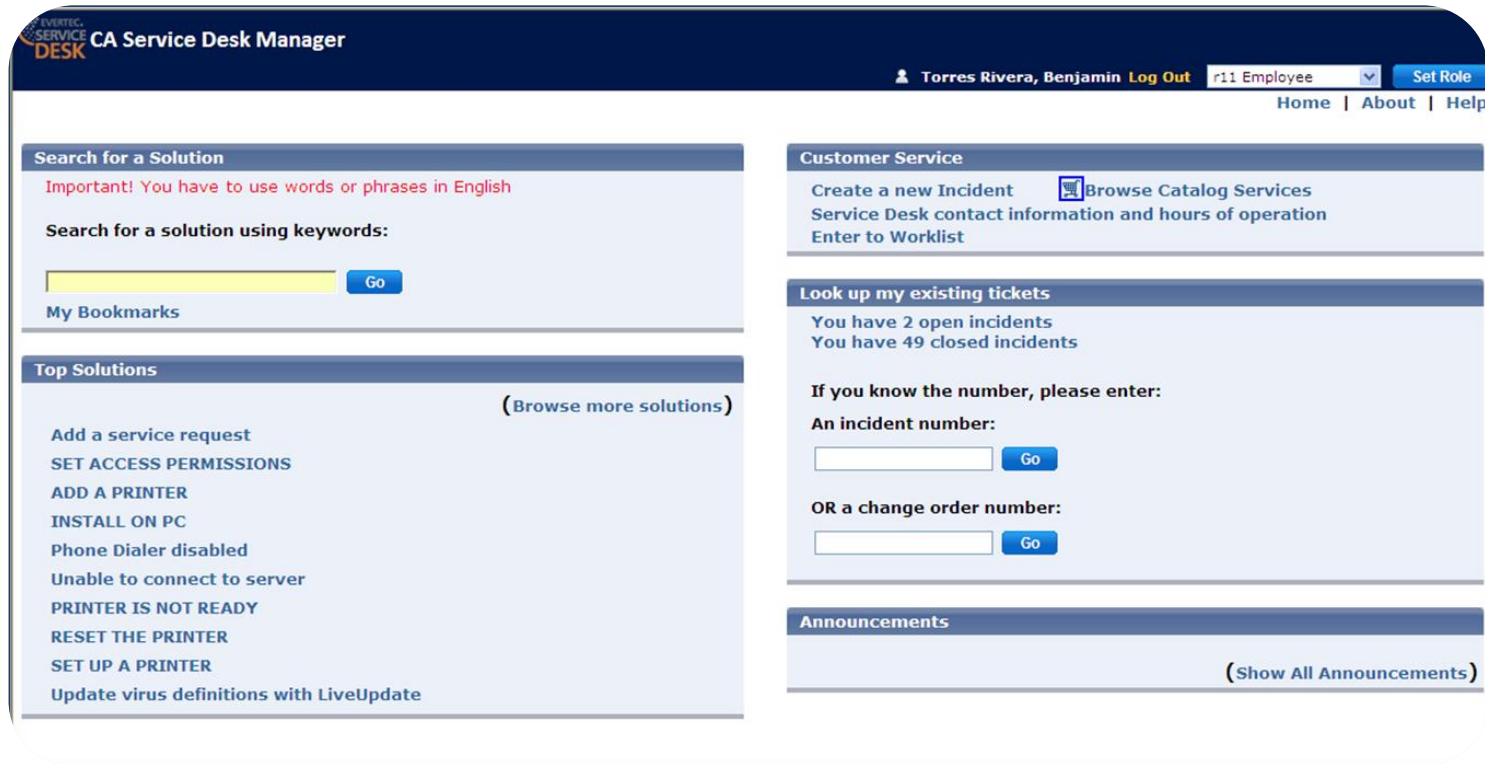




Mobile Devices Ticketing System

> Evertec's Service Desk Ticketing System

- ✓ eService Platform from CA
- ✓ Recognized as best in class
- ✓ Allows for a web portal to open and track tickets



The screenshot displays the CA Service Desk Manager web portal. The header includes the Evertec Service Desk logo, the user name "Torres Rivera, Benjamin", a "Log Out" link, a dropdown menu for "r11 Employee", and a "Set Role" button. Navigation links for "Home", "About", and "Help" are also present.

The main content area is divided into several sections:

- Search for a Solution:** Includes a red warning: "Important! You have to use words or phrases in English". Below is a search prompt "Search for a solution using keywords:" with a text input field and a "Go" button. A "My Bookmarks" link is also visible.
- Top Solutions:** Lists various solutions such as "Add a service request", "SET ACCESS PERMISSIONS", "ADD A PRINTER", "INSTALL ON PC", "Phone Dialer disabled", "Unable to connect to server", "PRINTER IS NOT READY", "RESET THE PRINTER", "SET UP A PRINTER", and "Update virus definitions with LiveUpdate". A "(Browse more solutions)" link is provided.
- Customer Service:** Offers options to "Create a new Incident", "Browse Catalog Services", "Service Desk contact information and hours of operation", and "Enter to Worklist".
- Look up my existing tickets:** Shows "You have 2 open incidents" and "You have 49 closed incidents". It includes a form to search by incident number or change order number, with "Go" buttons.
- Announcements:** A section with a "(Show All Announcements)" link.



Opening a Ticket by a Phone Call

The screenshot displays the CA Service Desk Manager interface. At the top, the title bar reads "CA Service Desk Manager" and includes a search bar with "Incident" selected. The user is identified as "Torres Rivera, Benjamin" with a "Log Out" button and a role of "r11 AnalistaSD". The main navigation bar contains "Service Desk/CA CMDB", "Knowledge", "Quick Profile", and "Change Calendar". Below this is a menu bar with "File", "View", "Search", "Window", and "Help".

The central area is titled "Quick Profile Contact Search" and features several search fields and buttons. The fields are arranged in a grid:

- Tenant: <empty>
- Last Name: [Text Field]
- First Name: [Text Field]
- Middle Name: [Text Field]
- Contact Type: <empty>
- Active: Active
- System Login: [Text Field]
- Access Type: <empty>
- Job Title: [Text Field]
- Location: [Text Field]
- Organization: [Text Field]
- Department: [Text Field]
- Company: [Text Field]
- Division: [Text Field]
- Cost Center: [Text Field]
- Telephone Number: [Text Field]
- Analyst's Tenant Group: [Text Field]
- Supervisor: [Text Field]
- More... [Button]

Buttons at the top right of the search area include "Search(Z)", "Hide Filter", "Clear Filter(X)", "Create New", and "Export".

Below the search form is a "Scratchpad" section with "Spelling", "Search Knowledge", and "Clear Scratchpad" buttons. It contains a large text area, a "Quick" button, a "Type" dropdown set to "Request", a "Template" button, and a "New" button.

At the bottom, a copyright notice reads "Copyright © 2012 CA. All rights reserved." and a taskbar shows the browser address bar with a URL starting with "http://evt-cupcsdvp-01/CAisd/pdmweb3.exe?".



The logo consists of a cluster of orange dots of varying sizes, arranged in a roughly circular pattern that tapers to the right.

eService Tools

- > Based on Modules
- > Primary tool to manage and track incidents and problems
- > Channel of communication between Service Desk agents, support groups a users/clients
- > Maintains record of every action taken during the lifespan of an incident
- > Sends notification to clients when tickets are opened and closed.
- > eService Claims option allows clients to contact Evertec if they understand the ticket was not handled to their satisfaction. Customer are sent a survey once ticket is closed.





Automatic Notification

Thu 2/15/2018 11:01 AM
NoReply <no_reply@evertecinc.com>
Incident 3555182 Transfer Notification

To: Samuel Rivera Navarro

Retention Policy: Evertec 7 Years Permanent Delete (7 years) Expires: 2/15/2025

If there are problems with how this message is displayed, click here to view it in a web browser.

Incident 3555182 Transfer Notification

Affected Company: Puerto Rico Department of Education

Incident Open By

Service For **Service For Extension**

Summary
Problemas para digitalizar en PICS. Pide actualizacion de Ca...

Incident Description
Problemas para digitalizar en PICS. Pide actualizacion de Captiva.

Transfer Description





Claims

Incidente: 537894

Descripción: Favor verificar el reporte Kiosks Status, ya que el mismo esta mostrando la información incorrecta. en la mañana de hoy presentó casi todos los kioscos dead, sin embargo a traves de conexion remota se realizo prueba y los mismos estan online. Contacto: Amaris Vargas Madera 8+20-7302

Causa: Se le dio restart a los kioskos y tdu y actualizaron el heartbeat y se vieron online en el reporte

Solución: Se le dio restart a los kioskos y tdu y actualizaron el heartbeat y se vieron online en el reporte

Si el incidente no fue restaurado, tiene los siguientes cinco (5) días laborables para notificar a EVERTEC Service Desk a través del siguiente botón para crear una reclamación.



De no recibir una reclamación en los 5 días, el incidente será cerrado.

ENGLISH VERSION

Incident Record: 537894

Description: Favor verificar el reporte Kiosks Status, ya que el mismo esta mostrando la información incorrecta. en la mañana de hoy presentó casi todos los kioscos dead, sin embargo a traves de conexion remota se realizo prueba y los mismos estan online. Contacto: Amaris Vargas Madera 8+20-7302

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Solution: Se le dio restart a los kioskos y tdu y actualizaron el heartbeat y se vieron online en el reporte

If your incident has not been resolved, you have the following five (5) business day to inform EVERTEC Service Desk by pressing the button to open a claim.



If a claim is not received, the incident will be closed.



Service Delivery Survey



 **EVERTEC.**
SERVICE DESK
CLIENT CONTACT & SUPPORT CENTER

Conocer su satisfacción con nuestro servicio es muy importante. Agradeceremos que presione el enlace que le llevará a nuestra encuesta y tome unos minutos para compartir su opinión. [Presione para ver Encuesta.](#)

Evento: 518565 ha sido cerrado el 02/04/2010 13:53:57

Descripción: Los Claims se cierran automáticamente sin estar documentados correctamente.

Causa: Al cerrar el parent el child tambien se cerraba automaticamente.

Solución: Se instalo fix enviado por CA support. Se verifico y ahora cuando se cierra el parent deja el child abierto.

NOTA: Esta notificación fue enviada por un sistema automatizado. Favor NO responder a la misma. De tener dudas sobre su solicitud, favor de comunicarse con EVERTEC Service Desk llamando al (787)759-9999 ext. 2222 (8+20).

ENGLISH VERSION

Knowing your satisfaction with our service is very important. We appreciate if you press the link below and take a few minutes to share your





Service Survey

Highlighted questions (if any) require a response before submitting the survey

1. Medio utilizado para solicitar el servicio

- Teléfono
- Service Desk Request (WEB)

2. Disponibilidad del personal

- Muy satisfecho
- Satisfecho
- Ni satisfecho/Ni insatisfecho
- Insatisfecho
- Muy insatisfecho

3. Interés y proactividad demostrada para resolver su situación

- Muy satisfecho
- Satisfecho
- Ni satisfecho/Ni insatisfecho
- Insatisfecho
- Muy insatisfecho

4. Conocimiento técnico demostrado por el personal de apoyo

- Muy satisfecho
- Satisfecho
- Ni satisfecho/Ni insatisfecho
- Insatisfecho
- Muy insatisfecho

5. Trato y cortesía

- Muy satisfecho
- Satisfecho
- Ni satisfecho/Ni insatisfecho
- Insatisfecho
- Muy insatisfecho

6. Tiempo en comenzar a restaurar su servicio

- Muy satisfecho
- Satisfecho
- Ni satisfecho/Ni insatisfecho
- Insatisfecho
- Muy insatisfecho

7. Tiempo en completar la restauración del servicio

- Muy satisfecho
- Satisfecho
- Ni satisfecho/Ni insatisfecho
- Insatisfecho
- Muy insatisfecho

8. Satisfacción general con el servicio

- Muy satisfecho
- Satisfecho
- Ni satisfecho/Ni insatisfecho
- Insatisfecho
- Muy insatisfecho

COMENTARIOS GENERALES



www.evertecinc.com

