



**KIO** Networks®



Our company was founded in 2002 with 100% Mexican capital. We offer a wide portfolio of infrastructures and services of mission-critical Information Technology. Our services correspond to the highest international standards and processes. We have 40 High Density and Availability Data Centers. These centers are the most modern and robust in the region and they are distributed in Mexico, Central America, the Caribbean, and Europe.







**application  
management**



**data center  
services**



**cloud  
services**



**managed  
services**



**cyber  
security**



**data  
services**

# WE TRANSFORM YOUR BUSINESS

by designing and operating hybrid and innovative digital architectures with intelligent, connected and secure applications.



**application**  
management





# THE CHALLENGE OF DIGITAL TRANSFORMATION



# WHAT IS IT?

It is a **social phenomenon** with new forms of consumption, experiences, and expectations.

## What does Digital Transformation involve?



New Customer Experience CX



Business Process Transformation



IT Application Decoupling



Artificial Intelligence and Machine Learning







# HOW DO WE HELP?

HOW DO WE HELP?

1

2

We chart the best application route

We act promptly depending on  
the current businesses situation



1

Optimize



2

Grow



3

Ensure





Optimize

WE REDUCE COSTS



## WE REDUCE COSTS



We automate processes with RPA



We manage applications with 30% - 50%

- - Cost
- + Security
- + Availability
- + Support (Remote or in-Kontainer)



Reduction in the licensing cost with Open Source technologies

- BD & SO
- Monitoring
- ERP



We optimize and operate processes with savings of 30% - 40% to:

- Payroll
- AP (Accounts Payable)



More than 25% savings in travel expenses with a 360° experience

2

Grow

WE ENABLE NEW CHANNELS





## WE ENABLE NEW CHANNELS



- We increase your revenue with digital channels.
- We improve the service experience by being the only attention point for end-users, functional or technical experts.
- We transform and increase the performance of customer-centered processes with RPA.



## WE DISCOVER OPPORTUNITIES



- With Data Analytics we discover new patterns, behaviors and business opportunities.



- We focus technology efforts on business needs.



- We promote specific industries with our services (vertical solutions)
  - Easyty
  - Retail

3

Ensure

WE GUARANTEE YOUR  
BUSINESS CONTINUITY





## WE GUARANTEE YOUR BUSINESS CONTINUITY



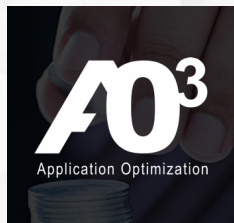
- We automate “disconnected” processes and we eliminate faults.

PROPHECY

- We anticipate the events that put the business-critical systems at risk.



- We guarantee the continuity of critical applications.



- We connect and give agility to the application ecosystem.
- We protect all the application layers.

## COMPLIANCE AND NORMATIVE CONTROL



- We ensure fiscal compliance and detailed control of income and expenses.
- Ally in the calculation of taxes. We reconcile your vouchers against the information published in the SAT.
- We operate under the most demanding industry practices: we provide evidence and support to the client's external auditor.
- We ensure the time and budget of the key projects.
- We ensure IT processes under MAAGTICSI (Administrative Manual of General Application in IT, Communications and Information Security) terms – Government.

# Automattica

We use RPA to automate business processes through digital assistants that emulate the use of applications as if they were human beings.

Automattica offers digital assistants as a service for repetitive, high volume and rule-based tasks. Digital assistants help to value human beings by taking them away from monotonous tasks. This way, your collaborators will focus on highly creative tasks.

## SERVICE COMPONENTS

- Infrastructure
- Licensing
- Platform deployment and administration
- Robot configuration and development
- Monitoring, maintenance, and backup of robots
- Technological and functional support (Excellence Center)
- Service desk

## BENEFITS

- ROI from 3X to 14X
- It increases productivity
- It eliminates faults
- It executes 7x24x365 processes





## Application Optimization



We manage end-to-end applications with savings from 30% to 50% by increasing security and availability.

### IT IS THE INTEGRAL OFFER IN:

- Architecture design
- On-demand infrastructure provisioning
- Installation and optimization of all components
- Continuous administration of platforms, databases and ERP, CRM, SCM, E-Commerce, BI, Retail, Banking, and GRP applications.

### BENEFITS

- Business applications
- Licensing
- Technology (SW / HW)
- Advanced DRP and migrations
- Cloud
- Remote administration (optional)
- 24x7x365 Help Desk

# A0<sup>3</sup>

Application Optimization



## Into Open

We advise our clients in the selection of technology and products based on Open Source.

- **BD & SO**
- **Monitoring**
- **ERP**

### BENEFITS

- We manage existing platforms
- We implement projects safely through Open Source Solutions (OSS)
- We design the adoption strategy
- We provide 24x7x365 operational support

*Into Open!*



# Business Process Automation

A Business Process Automation service through which we help to optimize, implement and execute our customers' payroll calculation and creation.

## BENEFITS

- It reduces legal, operational and technological risks
- It reduces mistakes in the calculation of payments to employees
- It guarantees processes based on current Mexican legislation
- It offers access to the software platform, reports, and detailed data
- It offers 100% deductible invoice





## E- xpenses

We improve the productivity, compliance, and control of costs and expenses of companies. Thus, we achieve savings of more than 25%.

We have two versions for different needs:

**CLOUD:** Agile and easily implemented version. It is ideal for companies from 20 to 200 users who check travel expenses and have simple approval flows.

**CLOUD ENTERPRISE:** This is a full version and it is able to integrate into the different systems of the company. It is ideal for those organizations that require a highly customizable solution.

### BENEFITS

- It saves between 25% and 40% of costs related to payments of improper travel expenses
- It improves visibility: who spends? how much do you spend? and what do you spend on?
- It guarantees the deduction of your tax receipts
- It offers an optimized experience for the traveler



# Prophecy

With our Artificial Intelligence solution, we predict anomalies before they become problems by minimizing the unavailability of the mission-critical system.

## BENEFITS

- It predicts possible problems
- It reduces the exhaustive review time from 7 hours to 20 minutes
- It quickly identifies the cause of the problem





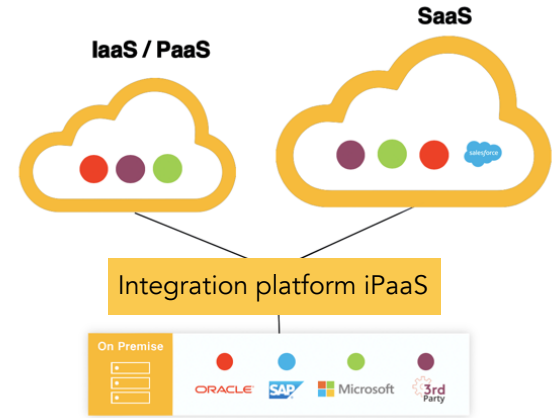
## ASB · Application Service Broker

With this solution, we quickly enable business processes through the integration of the application ecosystem with a robust and secure platform.



### BENEFITS

- Greater business agility
- Lower risks and operating costs
- Integration between Cloud and On-Premise
- Connection of different brands and platforms
- Agility when making changes between applications
- On-demand service growth



# Application Recovery

DRP N6 and N7 continuity services for mission-critical applications.

We protect information systems and applications against failures, data loss and service interruptions with a guaranteed RTO and RPO.

## BENEFITS

- Establishment of application instance in the alternate site
- Replication configuration of your applications and databases
- Execution of drills and accompaniment in audits
- Execution of operational processes to restore the operation in case of contingency
- Return to the Primary Site
- Documentation of recovery processes





# Application Security

We guarantee and fully manage the security of applications by offering managed solutions that include risk prevention and mitigation. We always offer support and monitoring.

We are the cybersecurity technology partner that mitigates unwanted events.



Service  
Desk  
24x7x365



Managed  
Application  
Service



Managed  
Security  
Service



Certified  
processes ISO  
/ IEC 27001:  
2013



Data Center



Cyber-attack  
Prevention



## Electronic Bill

It is a modular platform for the emission, reception, and administration of CFDI (Digital Tax Vouchers) in the Cloud.

Our solutions guarantee that information is available 365 days a year, from anywhere.



- FacE Creation (Tax compliance)
- FacE Emission (Automatic and massive generation of Digital Tax Vouchers with an administration portal)
- FacE Payroll (Generation and publication of employee payroll receipts)
- FacE Customer (Self-Billing Portal for billing from tickets)
- FacE Vault (Supplier Portal (Reception and validation of CFDI's))



# Tax Reconciliation

It is a Cloud system that allows accounting areas to reconcile vouchers registered by companies against the information published on the SAT Revenue Service and the blacklist.



## BENEFITS

- It reduces time by having all the verification in one place regardless of its origin.
- It speeds up the tax calculation.
- It identifies differences between your company records and Revenue Service records.
- It reduces the risk of penalties for a bad tax calculation.





## Analytics Advanced Experience



It is a Platform and Software that works as a Service (PaaS and SaaS) for business analytics and advanced analytics. In addition, our offer in the Cloud may include Infrastructure as a Service (IaaS) to host clusters, data management, and transformation to support Big Data and Data Lakes.

### SERVICES

- Advanced analytics strategy
- Managed Analytics as a Service





## Application Strategy

We align the technology according to business needs through a 12-week strategic consulting exercise that results in an executable plan for the next 3 - 4 years.



### SERVICES

- To ensure that technology projects and investments support the business objectives
- To prioritize initiatives
- To define a logical and attainable roadmap
- To size investments
- To reduce implementation costs



## Digital Commerce

It is a solution-focused on increasing revenue on digital channels through digital commerce experiences creation. Thus, we help companies to stand out and compete in the current customer-centric economy.



### **Customer Journey:**

Definition, mapping, and optimization



### **E-Commerce platforms:**

Design, implementation, hosting and technological support



### **Application**

**integration:** Platform connection with an application ecosystem



### **Customer**

service  
24x7x365



**Analytical:** Conversion optimization, business indicators, and opportunity detection



### **Digital marketing:**

Traffic generation and user experience



**Advanced**  
**security**



**klickness**  
E-COMMERCE PLATFORM AND SERVICES



**application**  
**management**

## Digital Service Desk



Digital Service Desk

It is a comprehensive service that includes advanced technology, automation and the best human capital to provide customer service and attention 24x7x365.

We establish a communication channel with users through case and number of identification. We apply a scale to the resolution groups with a guaranteed SLA.

The solution allows us to generate proactive activities focused on service and income increasing.



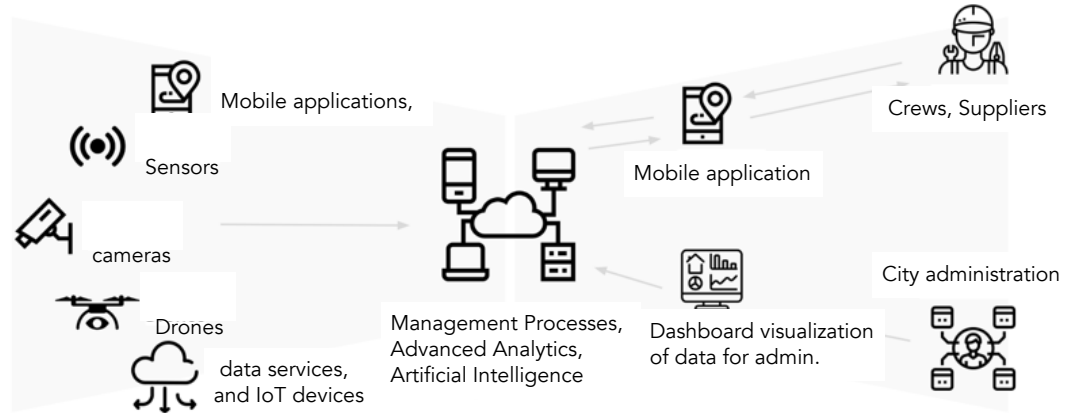


Easyty



Our platform monitors and optimizes the management of urban services based on Artificial Intelligence. It facilitates the report of incidences in urban areas, it prioritizes higher impact incidences and it speeds up the repair process.

How does it work?



An Easyty is an innovative city that uses technology in order to create and adapt solutions with the aim of improving decision making, the efficiency of operations, the provision of urban services and their competitiveness. It also meets the economic, social and environmental needs of the citizens.



Urban Management



Smart Light



Water



Social Pyramid



Risk Map



D - Tour



## PMO

We ensure that projects are delivered on time while keeping the budget. We use a defined methodology with dedicated project managers, metrics and standardized tools in order to support the project estimation, mitigation of risks and execution times.

### BENEFITS

- It ensures the deadlines
- It ensures budget compliance
- It identifies and mitigates timely risks
- It reduces operational impacts
- It reduces implementation costs



The background is a dark, textured surface with a repeating hexagonal pattern. Interspersed within this pattern are glowing orange lines that form various geometric shapes, including zig-zags and straight segments. The overall aesthetic is high-tech and modern.

# SUCCESS STORIES



## 1. A GOVERNMENT INSTITUTION

We redesigned and optimized the content, as well as the functionality of the platform in order to serve more than 32 million registered visitors. It was not an easy challenge for the ninth most popular destinations in the world: Mexico.

### **SOLUTIONS:**

SEO & Analytics (With Data Analytics we discover new patterns, behaviors and business opportunities).

## 2. A MANUFACTURE AND DISTRIBUTION COMPANY

We are the trusted supplier for manufacturing applications management, distribution, finance and support of the manufacture of disposable hygiene products leading group in Mexico. Our client has sustained growth in more than 37 countries and it maintains a strong penetration in the United States and Canada.

### **SOLUTIONS:**

In Mexico:

Infrastructure and Managed Services for Oracle EBS + Expenses platform (Generating savings greater than 25% in travel expenses with a 360° experience)  
+ Prophecy (We anticipate events that put critical business systems at risk).

In Brazil:

We offer Infrastructure and Managed Services for the SAP platform.





### 3. AN ENTERTAINMENT COMPANY

We provided the Platform as a Service (PaaS) model in the substantive business applications of one of the most important movie theater chains in the world (with operations in Mexico, United States, Central America, Brazil, Chile, India, and Turkey). We support its operation 24x7x365.

#### **SOLUTIONS:**

Infrastructure, Managed Services and DRP (Ensuring continuity of critical applications) for the Oracle PeopleSoft and Prophecy platform (We anticipate events that put critical business systems at risk).



## 4. A MANUFACTURE AND DISTRIBUTION COMPANY

We managed the platform for the manufacturing, distribution, and finance of the leader in the oilseed processing market. Our client has a grinding of 3,000 tons of soy daily and it refines 600 tons of oil per day. It serves the demand of the self-service chains nationwide by exporting and distributing to large wholesalers, which in turn supply more than 500,000 points of sale.

### **SOLUTIONS:**

Infrastructure, Managed Services and DRP (Ensuring continuity of critical applications) for the Oracle JD Edwards platform.



## 5. A PHARMACY CHAIN

We managed (24x7) all substantive business applications of the leading national pharmacy chain. Our client is the first pharmaceutical chain in Mexico and it has more than 1,500 branches and a team of 18,000 employees.

### **SOLUTIONS:**

DRP Oracle EBS (Ensuring continuity of critical applications), database administration, help desk (improving the service experience of end-users, functional or technical experts), infrastructure, data center, technical and functional support, rent and administration of applications, operating systems administration.





## 6. SPORTS STORES

We managed end-to-end the central system of business applications of one of the leading groups in sales of sporting goods. It has 7 leading companies, more than 250 branches, and the new digital marketing and service channel. We managed its ERP platforms, warehouses, electronic invoicing, infrastructure and DRP.

### **SOLUTIONS:**

OAX / PeopleSoft (Managing its applications end-to-end with savings of 30% to 50% while increasing security and availability), DRP (Ensuring continuity of critical applications), MAX (Monitoring all the layers of the operation and critical processes) and FacE Suite (Ensuring tax compliance).



## 7. A RETAIL COMPANY

We improved its demand estimation compared to the tool used before, we also systematized its decision-making process. We reduced the time analysis, as well as its operational costs in personnel, scouting and invested time. We also quantified and reduced their uncertainty in decision making.

### **SOLUTIONS:**

Analytics Advance Experience (We discovered new patterns, behaviors and business opportunities through Data Analytics).

## 8. A CATALOGUE SALES COMPANY

This company used to generate 50,000 invoices and we helped it to generate more than 2 million per month. We installed and operated the billing platform which processes thousands of daily transactions throughout the country.

### **SOLUTIONS:**

FacE (Ensuring tax compliance).



The background is a dark, textured surface composed of a hexagonal grid. Interspersed within this grid are glowing orange lines that form a complex, circuit-like pattern. The lighting is dramatic, with the glowing lines providing the primary source of illumination against the dark, shadowed background. The overall aesthetic is high-tech and futuristic.

THANK YOU!