

## Inspiring People and Promoting Progress Across Latin America



### **The Business Challenge.**

Improve the quality of life of more than 150 million people by conducting major projects in Electric Energy Transmission, Road Concessions, and Information and Telecommunications technology, connecting one point to another in a sustainable manner in Colombia, Brazil, Chile, Peru, Bolivia, Ecuador, Argentina and Central America.

### **The Solution.**

Unisys Infrastructure Transformation Services and Digital Workplace Services including Service Desk, Network Management, System Management, Desk Side Support, Data Base Management, Security Management, End Point Security Services, Imaging, Software Distribution, Application Support and Asset Management in 8 countries, in Spanish and Portuguese.

### **Results and Benefits.**

- Achieved outstanding customer service by enabling faster response than the industry standard (95% of calls responded to in 15 seconds or less, where industry standard is 85% in 30-40 seconds)
- Improved the speed of onboarding a new company from months to 6 weeks or less
- Achieved ~99.5% availability of services

“We are providing connections that inspire people and promote progress across Latin America. With Unisys as our preferred technology partner we have been able to consistently exceed industry standards for customer response time, and our ability to integrate new companies within six weeks is astounding. With Unisys we are achieving digital transformation of our entire infrastructure - we are realizing our growth strategy.”

**Dra. Olga Lucia Lopez**  
**VP and Chief Information Officer**  
**Grupo ISA**



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