A step forward with eSCM model

Diego Ossa, BPO Project Director

diego.ossa@carvajal.com

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Carvajal IT & Services, a step forward with eSCM-SP

- Carvajal IT & Services
  - Background
  - MDE: Excellence Model
    - Reference models
    - Road map
    - eSCM-SP Contribution to the Model Excellence
  - Evolution: Project Types
Carvajal IT & Services

- Our company is a Major Latin American IT Services & BPO Provider. We are part of Carvajal Organization, a multinational founded in 1904.

Revenue 2010: **US$270 Million**

Employees: **Over 9,000**

Corporate: **Colombia**

Presence: **14 countries in Latin America and Spain**

Ranking: **Top 3 in Colombia and Top 10 in Latin America**
Carvajal IT & Services

We integrate business solutions, by understanding the Latin American context, to transform the development of our clients by information technologies and process outsourcing with a practice vision.
In the last 5 years, the company has experienced acquisitions and important divestments to redefine itself as an important player in the outsourcing market.

We are in a process of consolidation, transformation and changes for stabilization. eSCM has been an important strategy to accomplish our goals.
Reference Models
So far, we have **962 employees** who have been trained on this model. By December 2012, we expect to increase this group to **1200 employees**.
Since November 2009, Carvajal IT & Services has been working to achieve eSCM–SP model certification.

**2009**
- First group of employees trained in the model in order to validate its adoption strategy

**2010**
- 38 employees trained
- Roadmap designed
- First Mini Self – Appraisal
- Gap analysis
- Improvements on Excellence Model

**2011**
- Implementation of action plans for each practice reviewed
- Closing gaps
- Maturity & complexity growing among projects
- Improvements on Excellence Model

**2012**
- New Mini Self-Appraisal after one year of processes implementation (Jan 30- Feb 10)
- Elaboration of action plans to close gaps
- Another Mini Self-Appraisal for the end of year
eSCM Contribution to the Model Excellence

- Develop personnel skills
- Improve and assure the performance of our support units
- Definition Global and Standardized Processes
- Commitment to adherence of best practices and excellence in our services
- Establishing and maintaining trust with stakeholders
- Support business competitiveness
- Ensure excellence for our clients and performance in the services offered

World-Class Competitors
Evolution: Project Types

2007 - 2008
- Non-integrated solutions
  - Hardware and infrastructure

2009 - 2010
- Semi-integrated solutions
  - Process consultation
  - Automation of processes

2011
- Integrated solutions
  - Mobile devices, software, hardware, training, consulting, connectivity, help desk, document management
Success Project: Acción social
Latin American Program: Families in action

- Objective: National Government initiative that offers financial subsidies to families in extreme poverty.
- The subsidy is based on fulfilling two conditions (Education and Health).

SIRC
- Information System for the Registration and Information Consolidation of the beneficiary.
- It started in 2001 with 350,000 families, and it currently has approximately 3’000.000 beneficiaries.
Success Project: Acción social
Latin American Program: Families in action

• The subsidy payment process used to be done through wire transfers and was paid in cash, which represented a big inconvenience for the mothers when it came to getting their money.
• Our solution provided a better alternative to the mothers.

Through our logistics and technological platform, we made it possible for the beneficiaries to be BANCARIZED (using savings accounts and debit cards).
• We managed to reach out to a total of 1,097 municipalities in Colombia.
• Great benefits were generated, such as the possibility to save money and the access to microcredits for over 3 million families.
Acción social

• “Unidos” Network

Red Unidos information system is on its way to becoming the main source of information for the centralization, planning and execution of social policies, and in the end, make it a tool to that will help improve the quality of life of the country’s poorest families.

• Collected Information from 1.3 million households (4.7 million people).
• For the first time Colombia has detailed information of its most vulnerable population, organized by universes:
  • Rural and urban
  • Municipalities
  • States
  • Gender
  • Ethnic group
  • Other variables
Acción social

- “Unidos” Network

Carvajal IT and Services supports the “Unidos” Network strategy by providing the technological platform that allows for a detailed follow up of each family, through five key elements:
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