

netboos®

COMUNICACIONES

Corporative Presentation

Successful projects made with passion, talent and technology



Welcome!



José María Fdez. Del Arco

CEO.

- We were born in 2000. We have technology and talent to make your projects a success. And a lot of experience to ensure it!
- We are one of the main Spanish companies for digital consulting and processes, BPO services and high value-added management software. We are agile, flexible, efficient and honest.
- **Our value proposition is based on the 360 management of projects**, from their creation and development to the operation, support and subsequent accompaniment, which allows us to have a global vision to guarantee maximum efficiency throughout their life cycle.
- **We are competent and reliable, as our ISO certifications attest.**
- **We comply with the highest security standards** as evidenced, for example, **by the ENS (national security scheme) certificate granted by the National Cryptological Center.**
- We approach projects with our clients from a Partner position, not as a technology and service provider. And this shows!
- And something very important: our software is designed so that the client can manage it, parameterize it and evolve it with total independence from us. Our clients feel free, not captive

Quality is part of our company's DNA.



Netboss Comunicaciones' ISO 9001 and ISO 14001 certifications are proof of our commitment to a green transition. In 2019, we renewed our ISO 9001 quality certification to the latest standard (2015). Additionally, we're certified with ISO 20000-1:2011, ISO 27001:2013, National Security Scheme (ENS), ISO 18295-1: 2018 for Customer Contact Centers and ISO 22301.



Collaboration with entities and public administration



We are a collaborating member of the Network of Smart Tourist Destinations of the Ministry of Industry, Trade and Tourism of Spain. Additionally, Netboss Comunicaciones collaborates with its product "Kairos365 SCH" in the program "Acelera pyme", an initiative of the Third Vice-Presidency - Ministry of Economic Affairs and Digital Transformation and Red.ES.



Colaborador oficial del programa:



Recursos para pymes y autónomos frente al COVID-19

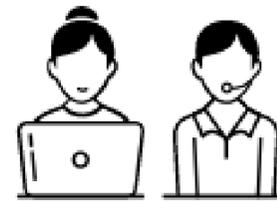


Our capabilities.



Consultancy

We are specialists in **consultancy and process re-engineering, oriented to customer or citizen services and Contact Centre.** All our technology, experience, knowledge and skills of our staff are dedicated **to making your project a success.**



BPO & Contact Centre

Trying to be **more competitive, or improve the experience of customers and citizens** with limited resources, **is very difficult to achieve if the non-producing areas and tasks are not delegated.** Thanks to our technology, experience, multilingual capacity, adaptability and flexibility... **we are your best option.**



Kairos Software Factory

Kairos is, in Greek, “**the moment when something important happens**”. Its literal meaning is “**the right or appropriate time**”. That moment when you need to work with **maximum operational efficiency**, so that you can meet **your commitments.** We would like to present to you our **Kairos365 Solutions.**

At Netboss Comunicaciones, we rely on our partners as a natural extension of our sales-force for software and services.

Global Partners



Corporate Governance.

Our governance bodies are in charge of maintaining a high level of excellence in the fulfilment of our ethical commitments and responsibilities and for promoting good corporate governance practices.



Roberto de Diego Arozamena

Partner. President of Netboss. Former CEO of Jazztel and Former President of BT Europe.



José María Fernández del Arco

Founding Partner. CEO.



Soledad Rojo Vallejo

Partner and General Manager.



Modesto Piñeiro García-Lago

Partner. Chairman of the Advisory Council. President of the Chamber of Commerce of Cantabria.



Laureano Cabrero Liaño

Partner.

Advisory Board



Antonio Fournier Conde

President of INTEL CORP AFC and President of the LLYC Advisory Council.



Jordi Xuclá Costa

Professor of Rel. Int. Univ. Ramon Llull. Former Parliamentarian Cortes Generales ('00 -'19) and currently a RENFE Councilor.



Carmen Motellón

Civil Engineer. Independent director at Cecabank and SAREB. Former Minister of Mines of Almaden and Arrayanes and of the National Mint and Stamp Factory.



Consultancy.



We examine all systems and processes and try to find ways to redesign them to be faster, more efficient and productive.

Our consultancy services are aimed at understanding, developing, optimizing, redesigning and efficiently executing the strategy, policies and customer service processes that the organization has in place for all customer service channels and interactions with customers or citizens.



PROCESS RE-ENGINEERING:

We help our clients develop a thoughtful approach to end-user services, defining roles and responsibilities around the execution and control of the process. This is the basis for the development of a new customer service culture.

We help our clients change the traditional sequential order to the natural order of processes and to detect deviations: by controls, policies, customizations or systemic limitations; as well as understand the impact of decisions on the overall process of the organization.

Our work with the clients is focused on reducing the Process Cycle Time resulting in lower costs. We also focus on reducing controls and approvals, supporting the redesign of processes in a self-monitoring and reporting system by eliminating steps that do not add value to the process: inspections, signatures, transcriptions, intermediate reports, duplicities.

TRAINING & CONTACT CENTRE TRAINING :

Our expert team of consultants comes with different skills for training capabilities and knowledge.

CONTACT CENTRE CONSULTANCY:

We focus our work on achieving better efficiency in the Multichannel Customer Relationship Centers (or Contact Centers) of companies and institutions by optimizing management processes.

CUSTOMER EXPERIENCE:

We help our clients define the strategy that allows them to differentiate from other Organizations and address the transition towards a "customer engagement center".

DIGITAL TRANSFORMATION:

We help companies in their processes to adapt to current needs. We have our own technology and tools to make their processes safer, simpler and more flexible.

BPO and Contact Center.

We focus our capabilities on optimizing costs and increasing value to offer business process outsourcing services.

We provide an outsourced service by optimizing the resources and people necessary to deliver a process, offering the highest level of quality.

We design a comprehensive service through a team with the appropriate skills and training for each task, with work methodologies that guarantee the perfect execution of the processes.

We have the most advanced technology to offer an innovative, optimized service that guarantees an efficient outsourcing process with the highest possible levels of productivity.

We have teams with extensive industry and business knowledge to ensure maximum efficiency. We also have advanced technical teams capable of taking on IT functions, development, support and maintenance of applications and systems, taking advantage of our global capabilities.

We bring all our experience and knowledge from our process re-engineering consultancy teams, applying improvements and analyzing the service in depth to increase the performance and operational quality of our clients' business.

We select, train and manage the necessary teams so that our clients can fully or partially outsource their front or back-office activity, and can focus on key aspects of their business.



We have more than 20 years of experience providing comprehensive Contact Centre services to companies and public administrations around the world.

We offer a wide range of integrated services with the maximum combination of flexibility, quality and solvency, always focused on improving the customer/citizen experience.

Our Contact Centre located in Santander (ES) has on-site and off-site resources with technical capabilities that integrate all touch points with the customer and related innovations, such as voice recognition, CRM, booking and appointment scheduling, Field Service Management (FSM), artificial intelligence (AI), machine learning and data analysis to design and personalize any service and create a seamless connection with the customer or citizen.

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Kairos Software Factory: Kairos365 SCH

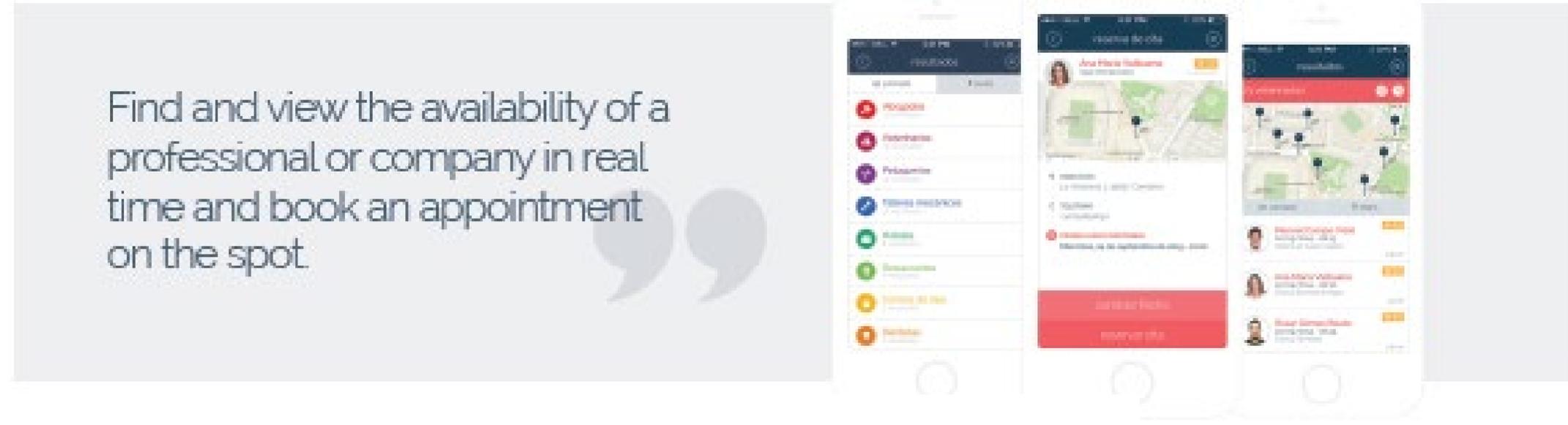


Kairos365SCH, a solution covering any need for appointment scheduling or booking.

Kairos365SCH is an integrated management platform for operations where appointment scheduling is a fundamental and strategic part of the project. It is an online and multi-vertical platform, endorsed by the markets thanks to successful implementations for more than 10 years in Government, Health, Insurance, Banking and Telco projects.

Kairos365SCH is a flexible and easily scalable platform that integrates, among others, with CRM, ERP, facial recognition software, temperature and access control solutions thanks to a powerful integration API.

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Search for companies and professionals
Search based on multiple criteria.



Self-managed appointments
Management of appointments with no phone calls or waiting.



Rating Service
Rating of facilities, punctuality and the quality of service.



Viewing appointments
Lists and reminders of upcoming appointments.



Favorite list
Favorite list to speed up next searches.



Cancelling appointments
Lets customers cancel their scheduled appointments.

Click on the images to see the videos:



Discover Kairos365 with this corporate video..



Discover how Kairos365 SCH integrates with the most advanced facial recognition, temperature control and access control systems.

Kairos365 SCH Experience and some interesting facts.



Click on the images to see how our Kairos365 SCH solution has helped improve the competitiveness of these companies and institutions.



Telefónica and Kairos365 SCH



Banco Santander and Kairos365 SCH



Ibersys and Kairos365 SCH



Spanish Paralympic Committee and Netboss BPO



Clínicas Vivanta and Netboss - Kairos365 SCH



Beata Maria Ana Hospital and Kairos365 SCH + BPO



Telefónica y Kairos365 SCH

67%
Increased productivity of resources k appointment.

40%
Decrease in carbon footprint.

60%
Decrease in end-user absenteeism to the services with which they have an appointment.

85%
Increased efficiency in the activity and improved safety in the provision of services affected by the Covid situation.

Kairos Software Factory: Kairos365 FSM

Mobility in certain industries requires solutions to maximize productivity and efficiency. Field Service Management (FSM) is basically the coordination of field operations related to mobile workers. It therefore includes customers (their needs), field workers (sales/technical), tasks to be performed, task assignments, and routes. Best practice is to optimize time so that customers are satisfied with our work and, of course, that it is as cost-effective as possible. **What are the benefits?** Well, many, both direct and indirect: reduction of response times, greater visibility of tasks, control of field workers and the tasks performed by them, savings in transportation, being able to ensure compliance with contracts and SLAs with clients, etc.

Kairos365FSM is a highly functional solution for the end-to-end planning and administration of field operations. Its management capacity is based on multiple configurable processes or workflows and integrates with any existing management and information system, avoiding data duplication and facilitating data exchange. Its main objective is the coordinated management of field operations and increased productivity of field resources (sales, technical, etc.), providing intelligence to management about the tasks in the field, prioritizing them automatically according to their urgency.

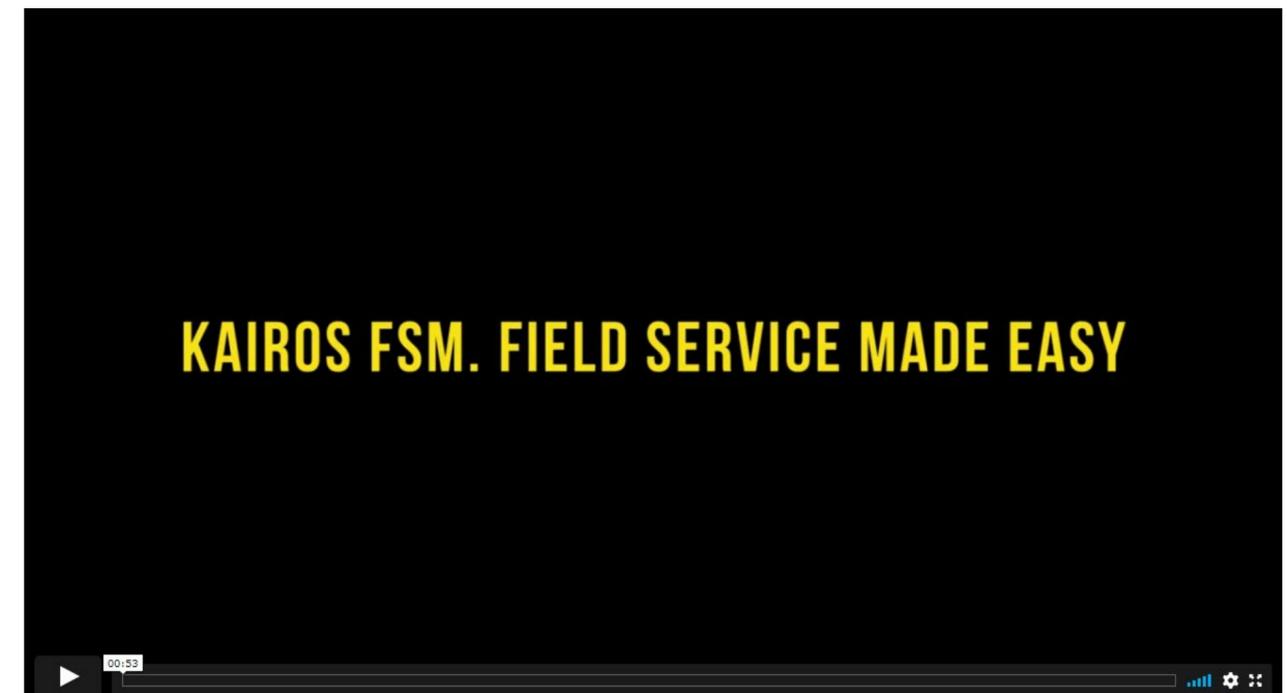
Kairos365FSM makes it possible to digitize processes and automate manual and routine activities, minimizing the impact of human error and reducing the workload and response times.

Thanks to this system, it is possible to schedule field technicians' tasks, monitor their location and track work orders, among many other capabilities.

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Example Customer "Grupo MásMovil (ES)"... Click on the image to see the Video.:



Main use cases:

- Management of the Organization's commercial teams in the field.
Sectors with high logistic activity.

- Management and control of resources that perform maintenance tasks, management of breakdowns and incidents or installation of equipment for the Organization; home care (health), etc.

Kairos365 FSM Experience and some interesting facts.



Click on the images to see how our Kairos365 FSM solution has helped improve the competitiveness of these companies and institutions.



MásMóvil and Kairos365 FSM



Citibox and Kairos365 FSM



Verne Group and Kairos365 FSM



Orange Belgium and Kairos365 FSM

50%

Increased productivity of field resources (technician)

30%

Decrease in travel times.

35%

Decrease in cancellation of jobs by the customer.

95%

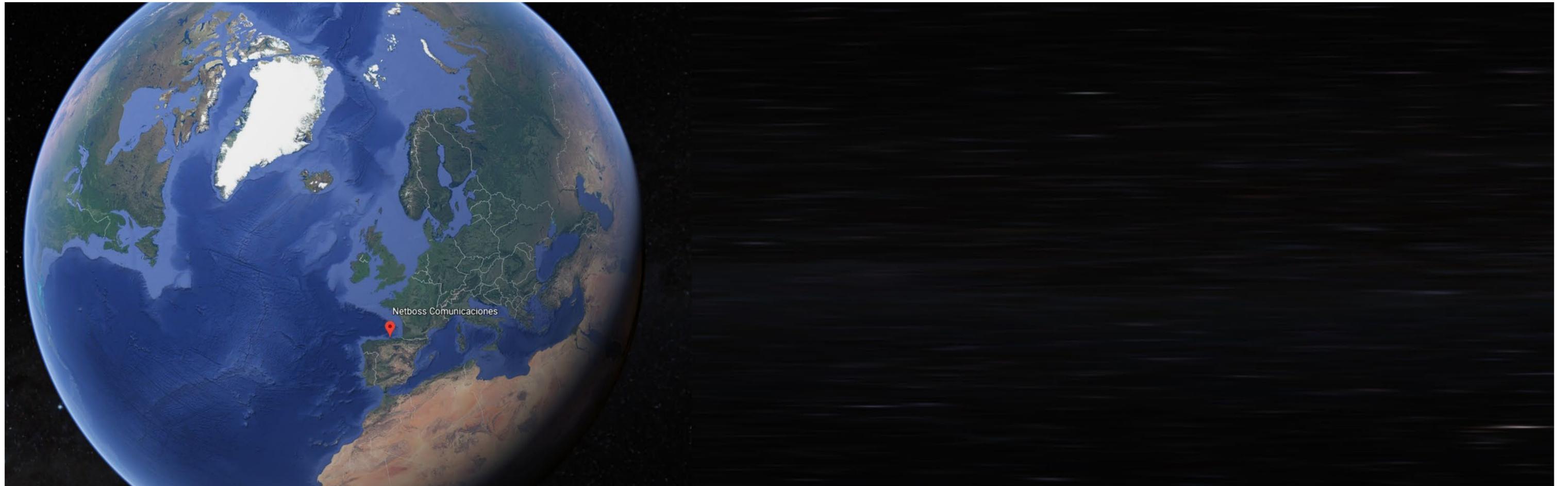
Decrease in job cancellations due to technician (resource) error in the field.

65%

Increase in activity

Contact.

netboss®
COMUNICACIONES



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U.S.A
Colombia
Ecuador
Morocco

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Successful projects made with
passion, talent and technology