

# SONDA's Solutions and Services

## Latin America Presence



Public Sector Experience

- ✓ Overview
- ✓ Solutions and Services
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- ✓ e-Government - Chile
- ✓ e-Government - Other Countries





# Overview of SONDA S.A.



Founded



1974

CEO



José  
Orlandini

L.A.  
Locations



Chile, Uruguay,  
Brazil, Ecuador,  
Mexico,  
Panama, Costa  
Rica, Colombia,  
Peru and  
Argentina

Employees



+13.000

Annual  
Sales



USD  
+ 1 billion

L.A.  
Customers



+5.000



# Overview of SONDA S.A. - Services



**Improve** our customer's operations

**Transform** our customer's business model



## Platform Services

We support our customers with IT infrastructure services and solutions, which make their businesses more efficient



## Applications and Solutions

We provide our customers with applications and solutions that support their business processes



## Operational and Technological Process Management

We support our customers when optimizing their business by automating and operating processes



## Digital Transformation

We accompany our customers in their transformational journey, from understanding their business challenges through to implementing and operating the solution

# KUDOS



- ✓ The Investment was US\$ 47 million.
- ✓ The site has 6.443 m2



# Our Value Proposition

Support organizational development through Digital Transformation



Business  
Strategy



Technological  
Solution  
Design



Technology  
Provision



Solutions  
Implementation



Operation

# Accelerating Digital Transformation In The Public Sector



- ✓ Transform is the main concept: after, to digitize
- ✓ The client, the user, the citizen, must be at the center.
- ✓ The Roadmap: realistic and measurable
- ✓ Support infrastructure investments for rapid deployment of 5g networks
- ✓ Strengthen public and private collaboration mechanisms.
- ✓ Digital leaders, with a digital mindset.
- ✓ Keep in mind 3 productivity elements: standardization; reusability; interoperability

# e-Government – Chile





# Civil Registration and Identification Service

**Area:** Ministry of Justice

**Scale:** National - Cards and Passports for All Chileans (18 million)

+3 million ID Cards annually

+ 400 thousands Passport documents annually



## Project Scope:

- ✓ Delivers a new Identity Card and Passport document that complies with international security standards
- ✓ Implement a comprehensive BPO .

## Benefits :

- ✓ Has provided huge benefits for the community: simplified procedures, reduced queues and registration times.
- ✓ A biometric identification database, useful for other services that are responsible for identifying individuals and public safety (such as Police, Courts of Law, etc.).

# FONASA (National Health Fund)

**Area:** Ministry of Health

**Scale:** 2/3 of population is in FONASA.

3.1 million transactions per month



▪  
**Project Scope:**

- ✓ Allows the contributors of FONASA, to pay and approve medical attention in the place where they are being attended (doctor offices, hospitals, clinics)
- ✓ Includes payments for every actor in the system (the user, health plan, corresponding co-payments).
- ✓ Use fingerprints to identify and approve health care attention, online/realtime.

**Benefits :**

- Has made “people’s lives easier” (reduces time and costs, simplified procedure)
- It has allowed the creation of a nationwide network service.

# State Procurement System

**Area :** Ministry of Finance

**Scale:** +12 billion US\$ in purchases, 2020 ([www.chilecompra.cl](http://www.chilecompra.cl))



## Project Scope:

- ✓ Create an electronic platform for the purchase and contracting of State services.
- ✓ Connects everything in one place, Public Services (ministries, municipalities, the Armed Forces, the Police, universities, state entities, and others) and providers.

## Benefits:

- ✓ **Transparency, Standardization, Interoperability, efficiency** between the Public sector and Suppliers
- ✓ New **market opportunities**, both for organization's needs and for supply companies.



# Prosecutor Support System (SAF)



**Area:** National Prosecutions Office

**Scale:** All criminal procedures in Chile

## Project Scope:

- ✓ Support The Criminal Procedure Reform.
- ✓ Implement the Interoperability between the teams involved.

## Benefits:

- ✓ They now have a single repository of all criminal cases in the country.
- ✓ Inter-institutional integration with other actors in the criminal processes
- ✓ Valuable Information analysis for administrative and legal reforms.



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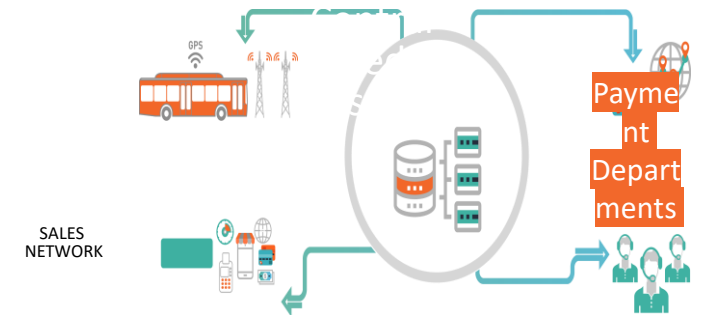
e-Government from other countries



# Public Transportation – Panama

**Area:** Ministry of Transportation.

**Scale:** +1,200 buses (+ Subway and Intermodal Terminal, Panama City)  
1 million users  
+500 self service points



## Project Scope:

- ✓ Implement an **automated collection service** to optimize their transportation's financial administration
- ✓ Includes:
  - a) Payment: a single payment card that is valid throughout the transportation network.
  - b) Fleet management: a monitoring system and turnstile control.

## Benefits:

- ✓ Has improved user experience (Self Service)
- ✓ Has enhanced driver experience (Less accidents, less robberies)
- ✓ Has upgraded the authorities information analysis.



# Urban Video Surveillance System

## Montevideo, Uruguay



**Area:** Interior Ministry

**Scale:** +2.000 cameras and a complete monitoring center

### Project Scope:

- ✓ **Has Improved safety** in the city and **has optimized resources**, in the fight against crime.
- ✓ Implemented **cameras** and a **video image management center**
- ✓ Supplied, installed and configured the equipment and software necessary to capture, transfer, store and protect images. (AI)

### Benefits

- ✓ **Has reduced crime** in Montevideo, a year after the implementation
- ✓ Built an **information analysis data base** to detect new safety measures
- ✓ Has provided information to **help other institutions** that work for citizen safety.

# Tax Administration Applications – Brazil

**Area:** Municipality of Belo Horizonte,

**Scale:** All corporations in Belo Horizonte



## Project Scope:

- ✓ **To detect corporate tax evasion** by cross referencing information in the data base (providers and service users).
- ✓ To identify **tax evasion evidence** which allows them to take control actions and educate their contributors.

## Benefits:

- ✓ Has improved tax evasion control.
- ✓ Has helped increase tax collection.
- ✓ Has reduced audits from 6 months to 20 days.



[www.sonda.com](http://www.sonda.com)

Argentina

Brazil

Chile

Colombia

Costa Rica

Ecuador

Mexico

Peru

Panama

Uruguay

Improving & Transforming Customers' Business