



Presentation

Project References

INTRODUCTION

Our goal is to be the **technological lever** for our clients, helping them adopt disruptive business models through **digital transformation** and **innovation**.

We are a company specializing in **Technologies of the Information** with a comprehensive service offering:

- **"Turnkey"** Developments : Creation of customized, agile software with fixed budgets and deadlines.
- Technology **Consulting** : Expert advice on technical solutions, integrations, system implementations and technology monitoring.
- **Managed Service** Centers : Establishment of integrated service centers for the outsourcing of the management, monitoring, control and/or quality of processes or services with a technological component.
- IT Professional Services: Support with **specialized professionals** to optimize costs and risks for specific tasks or projects.

Although we handle all technologies, we have a high degree of specialization in:

- **Blockchain**: brings improvements in traceability, regulatory compliance, security, trust, efficiency and collaboration in processes by integrating the value chain.
- **Artificial Vision**: hyperspectral, RGB or high-speed cameras for detection, classification, text reading and object identification and tracking.
- **GIS**: complex and customized **geographic** applications and systems with needs for integration and optimized information visualization.
- **Business Process** Management : Optimization of business processes through BPM, process mining, DPA and RPA.
- **Digital Transformation**: Comprehensive web and multiplatform solutions using modern standard and open-source technologies. Redesign of business processes through Design Thinking and emerging technologies.

Dual Technology

CRITICAL AIR MISSION CONTROL PLATFORM



Client: Avincis / GAIN (Xunta de Galicia)



Within the framework of the **Civil UAVs Initiative**, led by the Xunta de Galicia, we collaborate with **AVINCIS** to build the **Management and Operation Systems of Mission for AVINCIS**, which also incorporates a **Biospatial Data Infrastructure (BDI)** and a **Bioportal** for the publication and dissemination of results obtained. This infrastructure fulfills a crucial function:

- **Data Exposure and Download:** Allows **datasets** generated during missions to be **exposed** so they can be **downloaded** by users.
- **Geospatial Publishing:** Facilitates the publication of **geospatial information** using open OGC (Open Geospatial Consortium) formats. standards such as **WMS** (Web Map Service), **WMTS** (Web Map Tile Service), **WCS** (Web Coverage Service) and **WFS** (Web Feature Service).

TECHNOLOGICAL ENVIRONMENT

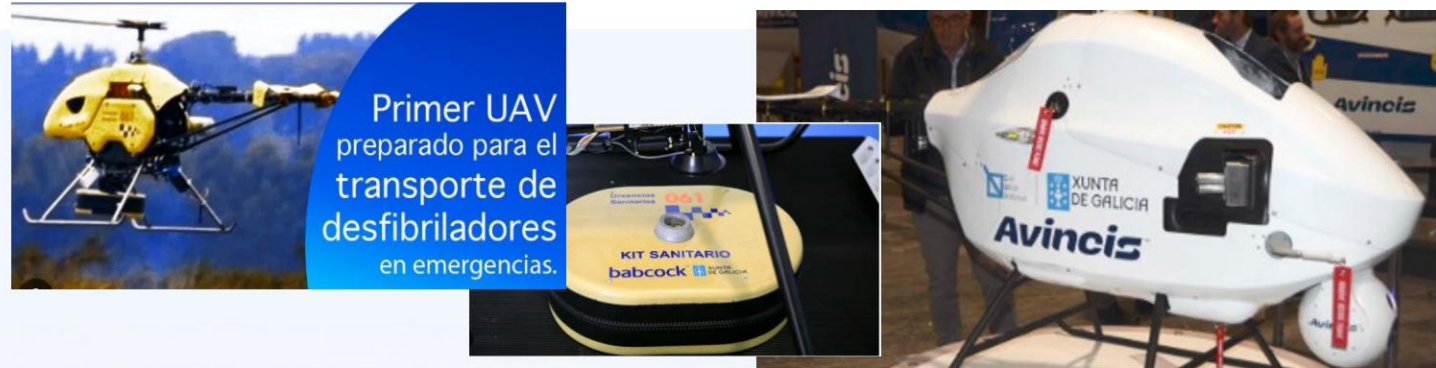
Mission control systems **connect** with various **spacecraft sensors** and user profiles to meet their different needs. To achieve this, the platform includes real-time solutions with **georeferenced systems** and data lake/big data exploitation systems .



REAL-TIME AIRCRAFT VIDEO STREAMING



Client: Avincis / GAIN (Xunta de Galicia)



Within the framework of the **Civil UAVs Initiative**, led by the Xunta de Galicia, we collaborate with **AVINCIS** for the creation of a comprehensive cardioprotection service using UAVs for the 061 emergency service. The use of UAVs allows for an exceptionally rapid response in hard-to-reach places, a vital factor in the face of time-dependent and very frequent pathologies, such as cardiac arrest (CPR).

An **API module** has been developed for real - **time streaming** of aircraft video signals, ensuring compatibility and efficiency by supporting different transmission protocols and the most commonly used video compression codecs.

The system has been built on the **Java Spring Boot framework**, which ensures robust performance and scalability.

The architecture is complemented by the integration of the following key components:

- Interconnection with **Keycloak** for secure user authentication management.
- The **WOWZA** engine is used as the core for the video streaming and distribution service.

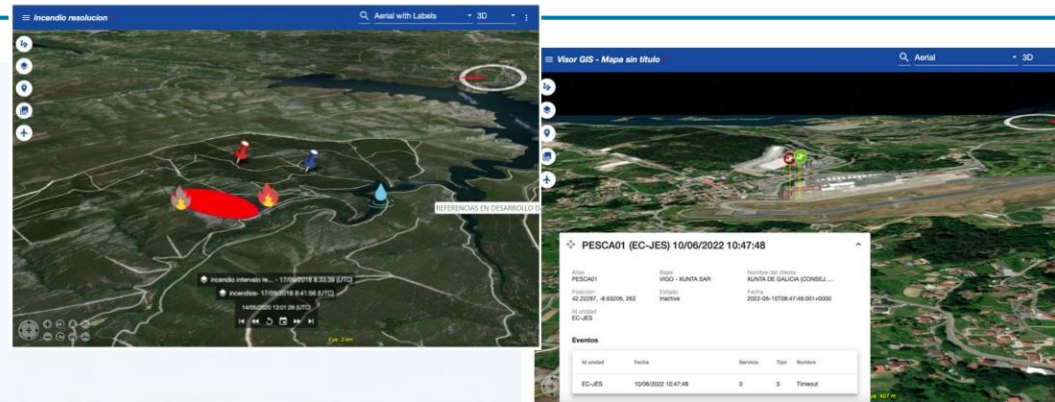
TECHNOLOGICAL ENVIRONMENT



GEOSPATIAL INFORMATION VIEWER FOR MISSIONS



Client: Avincis / GAIN (Xunta de Galicia)



Within the framework of the **Civil UAVs Initiative**, led by the Xunta de Galicia, we collaborate with **AVINCIS** to develop the **The WEBGIS system**, which integrates into the **AVINCIS** ecosystem to facilitate the **visualization of geospatial information**, both from the **UAV** missions as well as field personnel. It allows for the querying and analysis of essential data in real time, including:

- **Flight Inquiry:** Tracking and detailed history of aircraft missions.
- **Meteorological Information:** Updated data that affects the planning and execution of missions.
- **Fire Information:** Real-time visualization of ongoing fires, as well as analysis of events that have already ended.

Real-time information is critical for forward command posts (**FCPs**). One of its main uses is in counter-terrorism missions.

fires, where it offers a critical operational intelligence tool to guide firefighting efforts:

- The ongoing fire and its **front**.
- The associated **meteorological** data .
- The areas where **water was** discharged

The system's development is based on **Java Spring Boot** technology, ensuring a robust and scalable platform. The system is **interconnected** through:

- **Authentication:** Integration with **Keycloak** for secure access management.
- **Data Repositories:** Connection with the rest of the AVINCIS information repositories (data from aircraft, imagery resources, mission histories and other services).

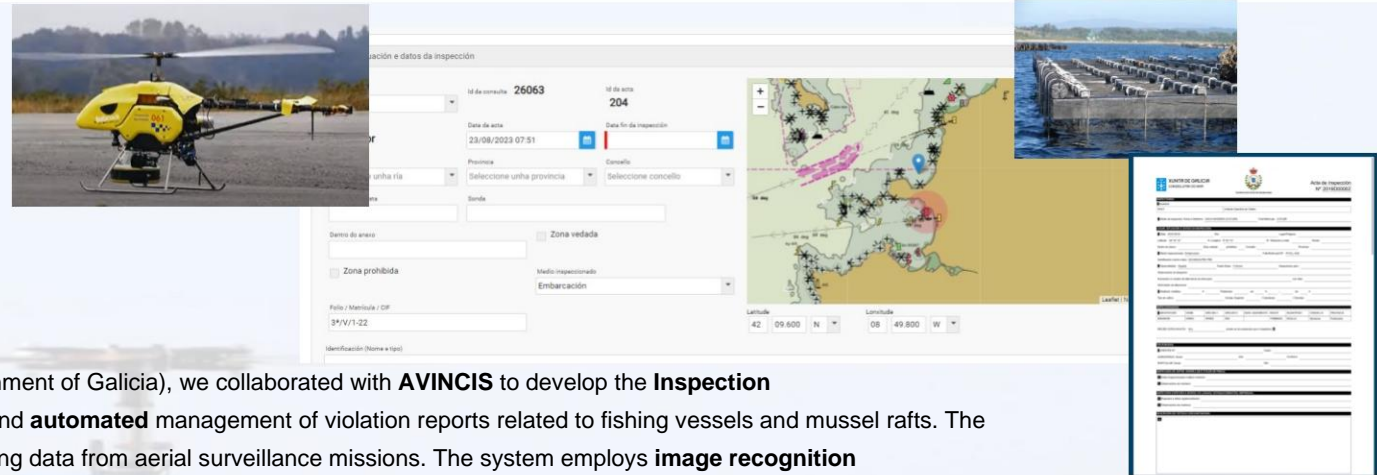
TECHNOLOGICAL ENVIRONMENT



MANAGEMENT OF FISHERIES INSPECTIONS



Client: Avincis / GAIN (Xunta de Galicia)



Within the framework of the **Civil UAVs Initiative**, led by the Xunta de Galicia (Regional Government of Galicia), we collaborated with **AVINCIS** to develop the **Inspection Management System (SGI)** for the Galician Coast Guard. This system enables the electronic and **automated** management of violation reports related to fishing vessels and mussel rafts. The SGI offers comprehensive coverage of inspection operations, both manual and **automated**, using data from aerial surveillance missions. The system employs **image recognition algorithms** to automatically detect the registration number of the vessel or mussel raft. The core of the system incorporates its **own rules engine**, which, when interconnected with the Xunta de Galicia's **Fisheries Technology Platform (PTP)**, **automatically detects irregularities**. Examples of automatic detection:

- **Vessels:** Infringements related to fishing permits in an unauthorized area.
- **Bates:** Irregularities such as exceeding the maximum number of strings allowed.

The solution features a robust and modern architecture, based on:

- **Backend Development** : Built with **Java Spring Boot**.
- **Authentication:** Interconnection with **Keycloak** for secure access management.
- **Asynchronous Communications:** Data transmitted from aircraft is reported to the system by **subscribing to a RabbitMQ queue**.
- **Rules Engine:** The *core* of the irregularity detection logic is implemented using the Drools rules engine .
- **Electronic Signature:** The minutes are signed electronically **and biometrically** using the system **VidSigner** from ValidateID.

TECHNOLOGICAL ENVIRONMENT



Traceability

BUILDING CIRCULARITY MODULE

Client: Community of Madrid

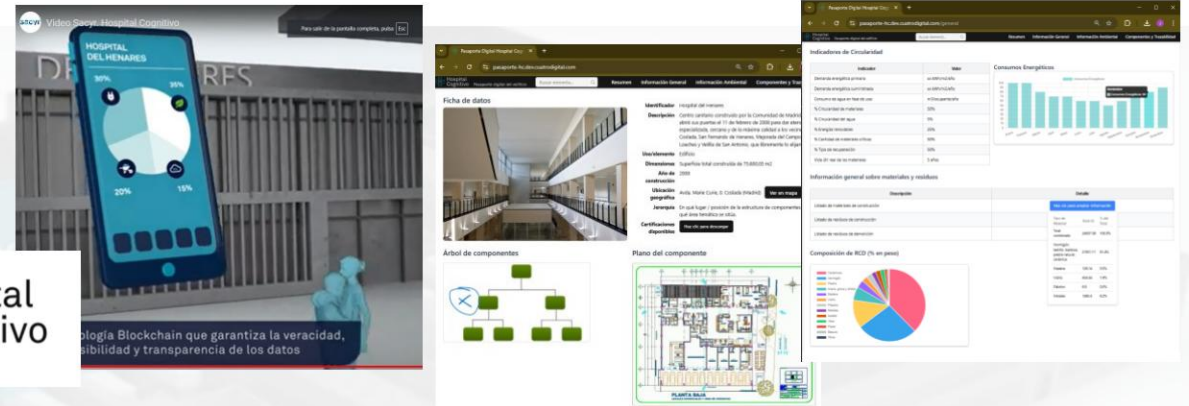


Comunidad
de Madrid

sacyr



Hospital
Cognitivo



The **Community of Madrid**, in the Innovation Hubs call for proposals, has approved the **Cognitive Hospital project**, developed by a consortium led by Sacyr and is formed by **Cuatro Digital**, Sener Mobility, Fractal, Open Ingenius and Áptica and with the collaboration of the technology centers Tecnalia, UPM and CSIC.

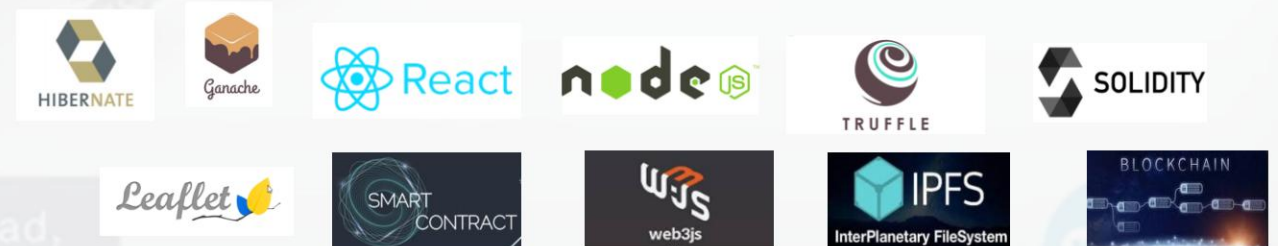
Cuatro Digital is involved in developing **CiM, the Circularity Module** for buildings that transforms existing data into **traceable and immutable evidence** that allows

Compare buildings and periods under a common European language – **LEVEL(s)** – and link each decision to its real impact.

CiM generates the **Digital Building Passport (DBP)** and translates operational data into **Life Cycle Assessment (LCA)** metrics aligned with LEVEL(s), including the phases of design, construction, operation and dismantling. The module **notarizes evidence** (series, Environmental Product Declaration, consumption, indicators environmental) on blockchain (hash + timestamp) and **preserves content** in IPFS (distributed file storage system), allowing the use of **KPIs cryptographically audited**.

CiM has been implemented within the central system under blockchain certification of sustainability indicators through a variant of **our 4DTrace product** evolved for **building sustainability** aligned with indicators of the **European Level(s) Framework** and additionally with a public website for the visualization of the certified data in a simple and pleasant way.

TECHNOLOGICAL ENVIRONMENT



MÁS VÍDEOS *ología Blockchain que garantiza la veracidad, accesibilidad y transparencia de los datos*

DIGITAL PASSPORT FOR PRODUCTS IN CONSTRUCTION



Client: Sacyr



SACYR has selected **Cuatro Digital** and its **4DTRACE** solution to implement material traceability in the construction industry. **4DTRACE** is a comprehensive traceability platform that allows SACYR, its suppliers, and end customers to track the products used in construction. Its objective is to ensure the **sustainability** and **circularity** of materials.

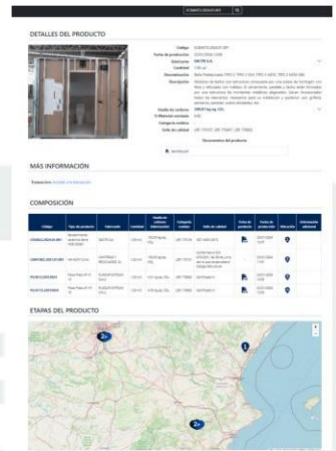
- **Complete Tracking:** The system records all operations, from the acquisition of raw materials to placement final in the work or building.
- **Transparency for the Consumer:** Products labeled with a **QR code** allow consumers to scan them with their mobile device. By doing so, They access detailed information about:
 - The **origin** of the raw material (e.g., wood).
 - Its **transformation process**.
 - Its **environmental impact** (sustainability).

SACYR has launched a pilot project applying 4DTRACE in the construction of a **residential building**. This project initially focuses on the outsourcing of **bathroom** manufacturing, involving its main suppliers in the traceability system.

The platform provides a **transparent and public** view of the origin and transformation of materials.

Traceability management with 4DTRACE is based on **pure blockchain technology**, operating on a network compatible with the **EVM (Ethereum Virtual Machine)**.

Additionally, the system includes a **public website** that functions as a data query portal for users and as a promotional tool.



TECHNOLOGICAL ENVIRONMENT



FOREST TRACEABILITY OF TIMBER EXPLOITATION



End client: Ministry of Rural Affairs



Cuatro Digital has collaborated with the **Galician Regional Government's Ministry of Rural Affairs**, through Nunegal, in the development, evolution, and maintenance of **FORTRA**, the technological solution that ensures traceability in the Galician forestry industry. **FORTRA** is a platform that the Regional Government makes available to the forestry sector, with a guarantee of **transparency and public nature** backed by the Administration, from the moment the wood is extracted from the **forest** until the final product reaches the **market**. Its main objective is to guarantee the **complete and transparent traceability** of all wood-derived products.

Products labeled with **QR codes** allow consumers to scan them to access verified information about:

- **Origin and Process:** Where the wood comes from and how it was transformed.
- **Environmental Impact:** Consumers can learn about the impact of their purchase on the planet.
- **Sustainability and Certification:** The platform highlights essential characteristics for responsible consumption:
 - Proximity Product (Km "0").
 - Negative carbon footprint.
 - Free from **deforestation**.
 - Aligned with **Sustainable Forest Management (SFM)** parameters .
 - Certified by prestigious seals such as **PEFC/FSC**.

Traceability management at FORTRA is based on pure **blockchain technology** , operating on the **Alastria network**.

Additionally, the solution includes a **public website hosted by the Xunta de Galicia (Galician Regional Government)**. This portal not only allows users to access data, but also serves to promote and disseminate the tool within the industry and to the general public.

TECHNOLOGICAL ENVIRONMENT



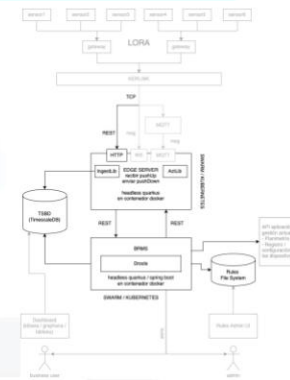
Sustainability

IoT

Sensors

ENERGY EFFICIENCY IN BUILDINGS

Client/End client: Vatecno / UNED



Cuatro Digital has collaborated with **VA-TECNO** to implement a **smart energy management** solution in the buildings of the **UNED** (National University of Distance Education). Cuatro Digital was responsible for developing the **communications module** and the **rules management** system for the intelligent control of climate control and lighting. The solution is designed to optimize climate control and lighting at the UNED, achieving a significant impact on **cost reduction** and **environmental sustainability**.

- **Cost Efficiency:**
 - **Operational Savings:** Optimizing equipment performance, avoiding unnecessary downtime, and achieving savings economic.
 - **Longer Lifespan:** Extending the lifespan of terminal air conditioning equipment by reducing its operating hours.
- **Environmental Impact and Transparency:**
 - **Sustainability:** Reduction of CO2 levels emitted into the atmosphere.
 - **Public Information:** Transparency in data on air conditioning and air quality.

The system applies advanced control rules, taking into account key variables such as:

- **Temperature** and scheduled **times** .
- **Presence** detection in the rooms.

The implemented system uses a modern and robust architecture, highlighting the following technologies:

- **EDGE Server:** Server responsible for orchestrating microservices in the local environment.
- **Drools Rules Engine:** Central component for intelligent decision making (temperature and lighting control).
- **Connection Layer:** Use of modern *frameworks* such as **Quarkus / Spring Boot** to ensure connectivity and performance.

TECHNOLOGICAL ENVIRONMENT



ENERGY EFFICIENCY IN BUILDINGS



Client: Monrabal

Cuatro Digital has collaborated with **Monrabal** on the development, evolution, and maintenance of its **comprehensive energy management** solutions. This collaboration encompasses advanced energy and lighting control systems.

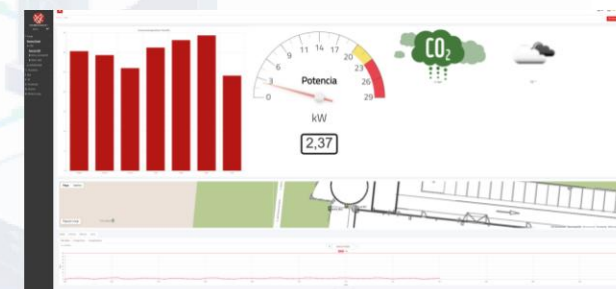
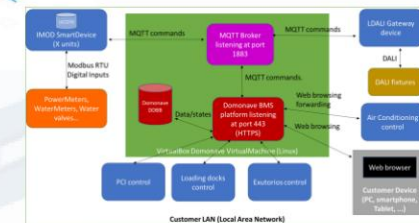
DOMONAVE is a remote management platform focused on optimizing energy efficiency in **industrial logistics facilities**. It allows for the centralized monitoring of all relevant elements of the facilities, facilitating:

- **Energy Savings:** Substantial reduction in consumption.
- **Optimized Maintenance:** Improvement in the planning and execution of maintenance tasks.
- **Real-Time Information:** Higher quality, speed and immediacy in operational information.

SIGENTY is the remote management platform designed to improve the energy efficiency of **public lighting in municipalities**. It centralizes the monitoring of all relevant elements on a single control panel, offering key benefits:

- **Energy Savings:** Achieving significant savings in municipal electricity consumption.
- **Optimized Maintenance:** Facilitating the maintenance of the lighting system.
- **Improvement in Administration:** Simplification and control of lighting management.

The implemented system uses a technological architecture that allows for **real-time** system management. It is based on various technologies connected to control units for panels, sensors, luminaires, and other devices, ensuring an immediate response to energy and lighting control needs.



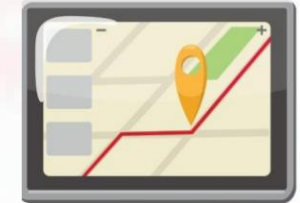
TECHNOLOGICAL ENVIRONMENT

Geographic Information System (GIS)

MANAGEMENT OF SOCIAL POLICY TRANSPORT SERVICES



Client: Xunta de Galicia / Amtega

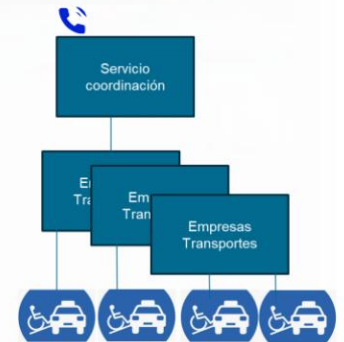


Cuatro Digital has been awarded the contract for the support and development of the **SGAMP** system (System for Managing Support for the Mobility of People), the technological cornerstone of the **065 service**, which facilitates **appropriate transportation** for people with disabilities or in situations of dependency. SGAMP centralizes the management and planning of the transportation service, connecting **all stakeholders**:

- Coordination Center: Manages and receives all service requests.
- SGAMP (Planning): Uses the information received to plan and optimize service routes.
- Carriers/Drivers: tablets on board with the application to manage assigned services, routes and stops in real time.

The **key functionalities** of SGAMP ensure efficient and controlled operation:

- Fleet Location and Control: Continuous and real-time tracking of all vehicles.
- Request Management: Registration and processing of all service requests.
- Route Planning: Advanced optimization of route planning and management.
- General Administration: Management of geographical areas, transport companies and vehicles.
- Reporting: Generation of reports for decision-making and administrative control.



TECHNOLOGICAL ENVIRONMENT

SGAMP's architecture is based on robust, geolocation-oriented technologies:

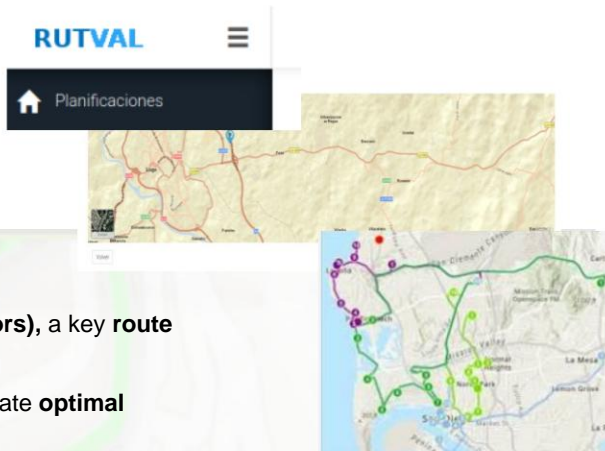
- **Backend:** Developed with **Java J2EE** technology and the Spring *framework*. It relies on a system of specialized data in geographic information: **PostGIS**.
- **Onboard Equipment:** The application installed on the vehicle **tablets** has been developed in **Java (Android SDK)**, operating under a closed and secure configuration.
- **Cartographic Management:** The system uses a **Geoserver** as a repository for the management and deployment of the maps needed for route planning.



ROUTE OPTIMIZATION SYSTEM



Client: Xunta de Galicia / Amtega



Cuatro Digital Technology is the company awarded the contract for the implementation, support and evolution services of the **RUTVAL application (Routes of Assessors)**, a key **route optimization** system for the Ministry of Social Policy.

RUTVAL is a **strategic information system** designed to support the Dependency and Personal Autonomy Services of the Territorial Offices. Its main objective is to generate **optimal assessment pathways** for dependency assessment requests.

This system guarantees efficiency and rational resource **management** by automating and optimizing the route assignment process, ensuring that valuation requests are handled in a timely manner.

RUTVAL provides direct service to:

- **Coordinators** of the dependency assessment teams.
- **Appraisal Technicians.**

RUTVAL is based on a **three-tier web architecture**, ensuring its **cross-platform and multi-browser nature**. It employs the **AMTEGA Corporate Web Application Archetype (ARCHAM)** to guarantee alignment with the administration's technological standards.

Feature	Technological Details
Languages	J2EE, HTML, SQL
Servers/Databases	Tomcat, Oracle
Deployment	Corporate continuous integration platform
Geographic Information	AMTEGA's GIS platform services and components, based on ArcGIS

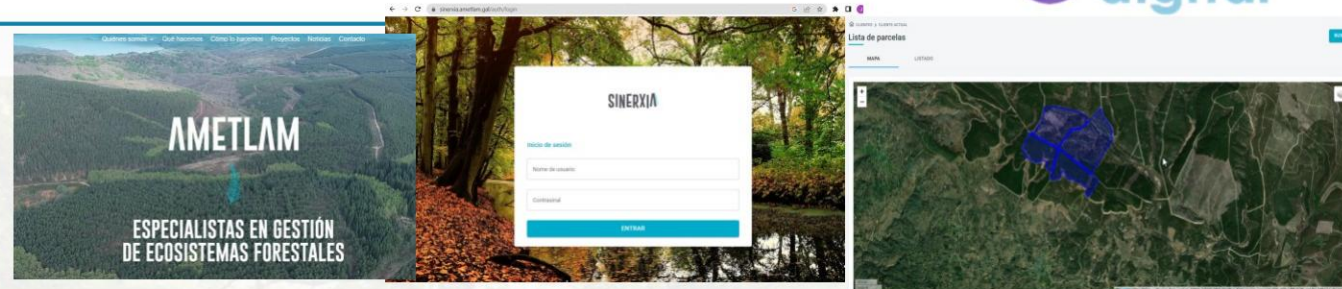
TECHNOLOGICAL ENVIRONMENT



FOREST MANAGEMENT SYSTEM



Client: Ametlam



Cuatro Digital is responsible for the comprehensive development and ongoing maintenance of **Sinexia**, a platform designed for the efficient and complete management of forestry operations, for both private clients and forest communities. Sinexia is positioned as a centralized tool for **digitizing the forestry cycle**. The platform allows for the comprehensive management of all forestry assets and operations, including:

- **Inventory and Assets:** Registration of maps, plots, forest inventory and monitoring of actions.
- **Operations Management:** Control of short auctions and planning of interventions.

Sinexia stands out for its robust **geospatial component**. The system is based on mapping the managed land, with the ability to load data in **SHAPE format**, allowing for a **clear and precise visualization** of all management activities and movements carried out on the land.

Sinexia includes key integrations that guarantee **traceability** and **strict regulatory compliance** with the systems of the Galician Administration:

- **CORWEB Integration:** Allows you to request **logging permits** directly from the Sinexia platform, streamlining administrative management with the Xunta from Galicia.
- **FORTRA Traceability (Blockchain):** Connection with the **FORTRA** system of the Xunta de Galicia, which facilitates the registration of cut/treated wood in the official **timber traceability system based on blockchain technology**.

Sinexia's robustness and reliability are backed by a modern, high-performance technological architecture:

- Backend & Infrastructure: .NET Platform , Internet Information Server (IIS), **SQL Server** Database
- Frontend & Interface: **REACT** (for a modern and dynamic user experience)
- Geospatial Management: Use of **QGIS** for the construction and manipulation of information cartographic (**SHAPE files**)

TECHNOLOGICAL ENVIRONMENT



Artificial intelligence + Machine Vision

IMPROVING PLAYER CAPABILITIES THROUGH AI



Client: iQScouting



Cuatro Digital Technology collaborates with **iQ Scouting** in the development and integration of **Artificial Intelligence (AI) systems** advanced technologies aimed at revolutionizing **player skill recommendations** within football clubs. The core of the project is the development of an intelligent , AI-based **recommendation engine** designed for the continuous and personalized improvement of **player capabilities**. The system analyzes and suggests specific action plans across a broad spectrum of performance dimensions:

- **Key Abilities:** Cognitive, socio-affective, coordinative and mental.
- **Predictive Algorithm:** It is based on a complex predictive algorithm that exploits and correlates various **data sources** to generate actionable *insights* .

Cuatro Digital has designed and implemented a robust and scalable **data infrastructure** , fully geared towards supporting and evolving Artificial Intelligence models:

- **Cloud Platform:** The base architecture resides in **Microsoft Azure**, providing the foundation for developments current algorithms and future evolutions.
- **Data Processing:** A complete technological architecture has been implemented, including:
 - **ETL (Extract, Transform and Load)** processes for the integration of multiple data sources.
 - **Labeling and versioning** systems for the extracted *datasets* .
 - **Training and implementation** of the various analytical models developed.

The technological solution is based on a high-performance *stack* , optimized for advanced analytics and *machine learning*:

- **Development Core: Python**, chosen for its broad ecosystem for AI and *data science*.
- **Objective:** Integration, application of ETL processes, data analytics and **Machine Learning**, all focused on preparing the recommendation engine infrastructure.



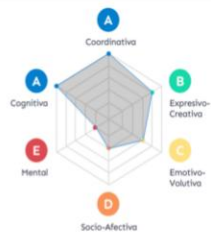
Alcanza tu mejor versión Futbolista-Persona

Cuida las 6 capacidades clave del progreso del Futbolista-Persona

Metodología IQS

Cuidamos todos los aspectos de tu progreso analizando las 6 capacidades clave del Futbolista/Persona:

Coordinativa
Cognitiva
Mental
Socio-afectiva
Expresivo-creativa
Emotivo-valitiva



Ayudamos al joven deportista a desarrollar sus capacidades, su autoconocimiento emocional y su autoconfianza para que alcance su máximo potencial.

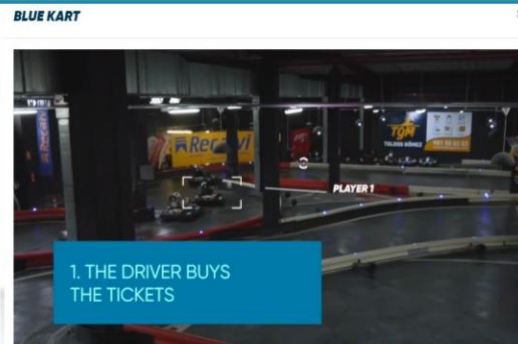
TECHNOLOGICAL ENVIRONMENT



AUTOMATED VIDEO GENERATION



Client: Blue Quality



Cuatro Digital Technology collaborates on the development and maintenance of **BLUE KART**, a disruptive platform designed to elevate the karting driver experience through **real-time multimedia content personalization**. It transforms racing into a unique content product. The platform uses advanced **Artificial Intelligence (AI)** algorithms for **video image recognition** during races. This intelligent core enables the **automatic generation** of a fully **personalized highlight reel** for each driver, instantly capturing their best moments and key sequences from their race.

BLUE KART's architecture is geared towards video analytics and computer vision:

- **AI and Computer Vision Core** : Strong Python component , essential for the development of complex systems **Image and video recognition** algorithms that support personalization.
- Service Architecture: Various technologies geared towards **scalability** and **data** processing **multimedia**.
- User Access: Web components to provide a **simple and effective** service **interface** .

UNA NUEVA FORMA DE DISFRUTAR DEL CIRCUITO

Mejora la experiencia de carrera de tus clientes en 5 sencillos pasos:

1. LOS PILOTOS COMPRAN LOS TICKETS DE LA CARRERA

2. EL SISTEMA REALIZA EL SEGUIMIENTO DE CADA PILOTO MEDIANTE INTELIGENCIA ARTIFICIAL.

3. EL VÍDEO SE PRODUCE DE FORMA AUTOMÁTICA AL TERMINAR LA CARRERA

4. EL PILOTO RECIBE EL VÍDEO LISTO PARA DESCARGAR

5. EL VÍDEO SE PUEDE COMPARTIR EN REDES SOCIALES

TECHNOLOGICAL ENVIRONMENT



AUTOMATED VIDEO GENERATION



Client: Blue Quality



Cuatro Digital is actively collaborating with **BLUE QUALITY** in the development of an innovative digital platform for the **CityClimb event**, located in the iconic **Edge skyscraper in New York**. This development focuses on transforming the experience of participants in climbing or scenic attractions, offering a high-value multimedia product. The platform is designed for the **automatic generation** of digital memories and unique content.

- **Customized Content:** Uses advanced **Artificial Intelligence (AI)** algorithms to generate a **video summary and a set of photos fully customized** for each participant, capturing their individual experience at the event.
- **Innovation:** This ensures the delivery of memorable and unique multimedia content that maximizes value for the end user.

The solution is based on a **high-performance architecture**, optimized for the **massive processing of visual data** and the management of operations at a **high-traffic event**:

- **AI and Computer Vision Core:** The core engine uses **Python** as its main language, leveraging its robust Machine Learning ecosystem for **image and video recognition**, essential for identifying and tracking each participant.
- **Interface and Operational Management:** **Web** components have been integrated to offer a simple and accessible user interface, which also supports **comprehensive management** and **tracking of visits** to the event.

Get Tickets

EL SISTEMA DE VÍDEO CON LA TECNOLOGÍA MÁS AVANZADA



INTELIGENCIA ARTIFICIAL

Aplica un método de análisis de datos capaz de identificar patrones y tomar decisiones sin intervención humana.

CLOUD COMPUTING

Toda la información se almacena en la nube, de manera que se puede acceder a ella sin poseer una gran infraestructura.

ANÁLISIS DE IMÁGENES

Blue Kart es capaz de procesar información visual de forma automática, identificar los karts y categorizar los fragmentos de video según el piloto.



TECHNOLOGICAL ENVIRONMENT



INTERNATIONAL LOGISTICS OPTIMIZATION PLATFORM



Client: Nueva Pescanova



PowerLog developed a pioneering **international logistics optimization platform**. Cuatro Digital Technology is a key technology partner in this strategic consortium. The project is designed to revolutionize the logistics industry by offering a **holistic optimization system** that, for the first time, integrates **maritime and land logistics** into a single platform. The platform uses **AI and quantum computing** to:

- **Extreme Optimization:** Dynamically analyze and optimize **shipping routes, efficient container loading**, and **media scheduling of transport**.
- **Intelligent Prediction:** Being able to **predict possible** delivery delays and propose proactive solutions to mitigate them.

PowerLog is a collaborative effort coordinated by the **AEI Galicia Digital (DIHGIGAL)**, bringing together key players in technology and industry:

- **Technology Partners:** **Visual Trans, Technological Institute of Galicia** and **Cuatro Digital**.
- **Industrial Validation:** **Pescanova** (as *tester* and validator of the solution in a real environment) and the **Galician Food Cluster (CLUSAGA)**.

The solution architecture is designed to handle data complexity and high algorithmic processing demands (AI/Quantum):

- **Algorithms and Data Core:** The technologies focus on the **integration of massive datasets**, the **Pattern discovery** and **AI algorithms**. The *stack* relies heavily on **Python** due to its power in developing *machine learning* and analyzing complex data.
- **User Interface (UI):** Includes **web components** to provide users with a simple and functional interface for accessing the platform and its optimization services.

TECHNOLOGICAL ENVIRONMENT



Managed Services
+
IT Professional Services

COMPREHENSIVE MONITORING OF GLOBAL CRM DEPLOYMENT



Client: Stellantis



Creation and management of a global Managed Service Center (**MSC**) for the implementation of the new sales CRM. This project, called **CustomerFirst**, covers two vital areas: the Dealer Network (Sales) and the Official Repair Services (After-Sales).

Scope and Service Model

Integrated or nearshore CSG, where Cuatro Digital assumes full **responsibility** for the management, monitoring, and quality control of technical and functional support. This model allows Stellantis **to outsource the complexity of** Level 1 and Level 2 support, ensuring that internal IT departments can focus on higher-level strategic projects.

The service has a **global reach**, which means managing incidents in **different languages and time zones**, while maintaining consistent support quality through **standardized** processes and shared management tools. Cuatro Digital's professionals don't just resolve tickets; they provide comprehensive support that includes end-user training and change management—critical elements for ensuring that the investment in Salesforce delivers the expected return.

The architecture integrates various Salesforce modules, using **Salesforce Automotive Cloud**.

- **Salesforce Sales Cloud:** Automation, management, and tracking of business processes on the network from dealerships.
- **Salesforce Service Cloud:** After-sales customer service management, technical support for workshops, and claims resolution.
- **Salesforce Experience Cloud:** A collaboration platform for business partners and dealers, facilitating information sharing and warranty management.
- **MuleSoft:** Real-time data integration between Salesforce and Stellantis' legacy systems, as well as with data from connected vehicle sensors.

TECHNOLOGICAL ENVIRONMENT



24/7 OPERATION SERVICE AND CONTROL CENTER (NOC)



Client: Global Online University

Service Model: Operations Outsourcing / 24/7/365 Availability

Comprehensive system operation, monitoring, and planning service to ensure business continuity. The service acts as a Network Operations Center (NOC), ensuring constant monitoring of the technology infrastructure and efficient management of batch workflows.

Scope and Main Functions

- **Proactive Monitoring:** Continuous monitoring of the platform for early detection of anomalies and management of critical alerts.
- **Batch Process Operation:** Management of the batch process lifecycle, including retries, deadlock resolution, and escalation to specialists.
- **Planning and Orchestration:** Design and assembly of plans on the corporate orchestrator.
- **Critical Incident Management (Warroom Mode):** Leadership in resolving incidents outside of Level 1 support hours, including crisis declaration, warroom coordination, stakeholder communication, and *post-mortem analysis*.

Organization and Coverage

- **Availability:** Full coverage 24x7x365 through a rotating shift model (morning, afternoon and night).
- **Hybridization N1:** Close integration and coordination with Level 1 Support, assuming full responsibility during night shifts and weekends.
- **Organizational integration:** Shift management coordinated with client planning.

TECHNOLOGICAL ENVIRONMENT





Thank you

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