TOTVS

Service

Control of Operations | Management of Relationships | Flexible Solutions

Aiming at helping services companies to be flexible, quick and updated, TOTVS offers solutions that control operations, reduce costs and provide proximity between customers and their needs, enabling effective management and quick decision making.

TOTVS solutions for the Service sector naturally contribute to the growth of service companies, generating bigger profit margins and, especially, customer satisfaction.

Sub segments

Service Providers

These solutions promote effective control of operations and resources, reducing costs, increasing the revenue and proximity of customers and their needs.

Media

TOTVS solutions provide accuracy regarding financial and operational controls, reducing costs, increasing profitability, developing and managing products and their life cycles and straitening the relationship with customers.

Utilities

TOTVS offers solutions that control and reduce costs, managing resources, infrastructure and services related, optimizing and automating processes and meeting regulatory security requests and requirements.

Travels and Transportation of Passengers

These solutions contribute to companies that transport passengers, optimizing passenger services and asset management, supporting marketing business processes, strategic planning, purchases, maintenance, sale services and also solutions that straiten the relationship with customers.

TOTVS Solutions

- Service Management
- TOTVS | ESB
- TOTVS | ECM
- Tax Records
- SPED
- e-Invoice
- HR - Human Capital Management
- Project Management
- Quality Management
- Asset Maintenance
- CRM
- TOTVS Business Analytics
- Environment management
- Fleet Managerial
- Call Center
- Customer Service
- LMS
- E-Learning CENTER
- Contract Management
- Legal department
- Accounting
- Financials
- Fixed Assets
- Library and Collections
- Sales and Billing

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Results Achieved

- Contracted SLA agreements are kept, considering satisfactory feedback from customers and maximized profitability
- Alignment of organization collaborators with the strategy for adequate provision of services and perceived value by customers
- Acquisitive, executive and financial planning of projects
- Stimulus to customer loyalty
- Homogenization of rendered service levels
- Decentralization of management and immediate decision-making with real time information

Facts

Approximately
2,650 customers
serviced in the
Service Provider subsegment

TOTVS services **15% of media customers** that employ over 700 people

400 customers in the **Utilities** subsegment

TOTVS services **470** customers in the **Travel and Passenger Transport** subsegment

About TOTVS

Absolute leader in Brazil with 48.6% market share*, and also in Latin America with 34.5%, TOTVS is a company of software, innovation, relationship and support to management. The word TOTVS comes from Latin and means everything, everyone; that is an appropriate name for a company that operates in 10 segments and provides solutions for companies of all sizes and types, in three business segments: software, technology, and services (infrastructure, BPO, education and Service Desk). TOTVS has been operating for 26 years. It was the first company of the sector to go public in Latin America. Currently, the company is present in 23 countries, has over 26 thousand active customers and 9 thousand employees.

* Source: Gartner - All Software Markets, Worldwide, 2010.