



**Pivotz – Mobility and Passenger Control Tower**

**infotec**  
business process outsourcing experts



# Business Process Outsourcing Experts



# +38 years

connecting people and  
technologies  
to optimize our clients' results  
through strategic alliances,  
business process outsourcing,  
and personnel solutions.





Stability and  
experience



**+3800**  
employers

**+500**  
projects accomplished

**+80**  
active contracts

**+20**  
states covered

Operation  
excellence all over  
the country





# ESG

## Commitment with the diversity

+ 1 080 uniforms **and**  
+ 1 500 produced itens

10 women employed **at Ateliê Novo Mundo**

+ 15,042 **tons of CO2 in avoided emissions.**

+ 13 757,961 **equivalence in seedlings**

+ **60%** of Infotec board are female

+ **40%** of the employees assigned to contracts,  
they are black or multiracial

+ **47%** the employees allocated to contracts are  
the female





# infolab 80 87

Open and collaborative  
ecosystem with the  
strategic partnerships  
startups



- ✓ High technology
- ✓ Customized solutions
- ✓ Results optimization

## Main Clients





## Market challenges

- ✓ High costs associated with vehicle fleets, difficulties in optimization vs. idleness and in efficient routing.
- ✓ Challenges in safety, compliance, regulations, and adherence to standards during vehicle inspections and driver management.
- ✓ Difficulty in managing the quality of services provided by the vehicle carrier.
- ✓ Impacts on passenger experience due to transport issues and delays in service.
- ✓ A lot of time dedicated to operational control, support, and in structuring/integrating data.
- ✓ Lack of control and travel history.

## Main objective for our clients

- ✓ Manage the fleet in a diversified manner with increased capacity.
- ✓ Optimize trips (contracted hours vs. hours used, cost per vehicle vs. passenger).
- ✓ High volume of passenger transport between different bases.
- ✓ Have real-time management visibility of drivers, fleets, and trips.
- ✓ Centralize the flow of information and the management of third parties.





## **PIVOTZ – Mobility and Passenger Control Tower**

It is the complete service solution that enhances ground mobility, utilizing videotelemetry, tracking, and business intelligence.

These services are supported by a technological platform that generates detailed information for decision-making in a short period of time.

## **PIVOTZ – Mobility and Passenger Control Tower**

### **Vehicle carriers Fleets we operate**



- **Client-owned**
- **Vehicle rental**
- **Chauffeur service providers**
- **Provision of transportation services, such as: taxi services, services**



# PIVOTZ – Mobility and Passenger Control Tower

## What we do?



### Operation

Transportatio  
Boarding  
Disembarking  
Contingencies



### Monitoring

Routing  
Traffic  
Risks  
Emergencies



### Security

Vehicle Inspection  
Compliance



### Control

Fleet Management  
Driver Management  
Trip Optimization



### Business Intelligence

Datta Collection  
Information  
KPI's  
Dashboards

### CICM

(Integrated Mobility  
Control Center)

Connectivity  
Automation  
Tecnology  
24/7 Monitoring  
Process Improvement  
Incident Management

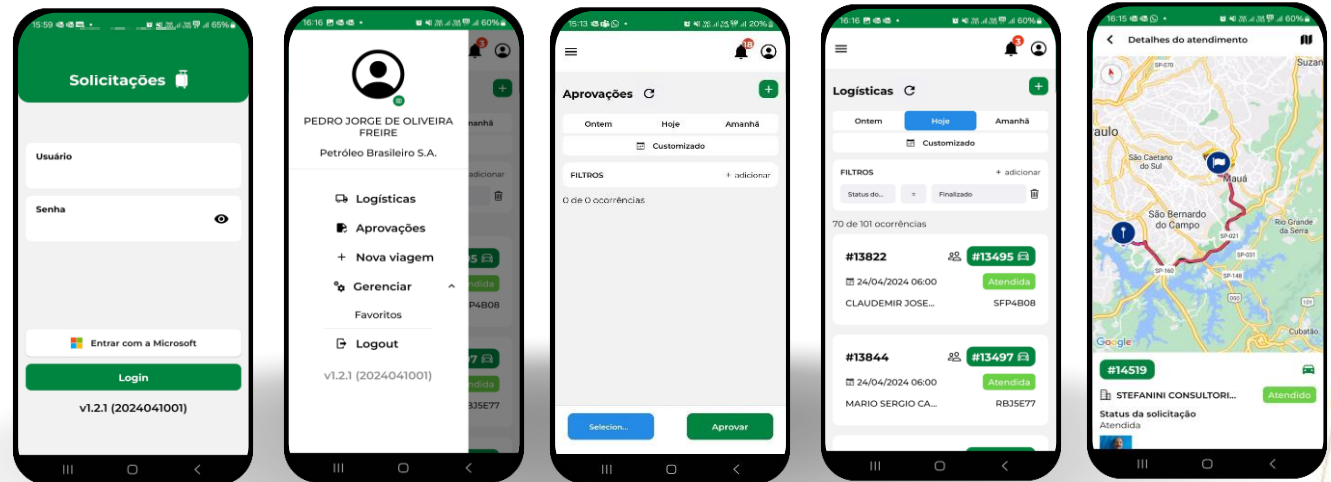


# PIVOTZ – Mobility and Passenger Control Tower

## What we do?

## Operation

- ✓ Transportation Request
- ✓ Scheduling
- ✓ Programming
- ✓ Intelligent Route Planning
- ✓ Capacity Planning
- ✓ Contingencies
- ✓ Flow Management



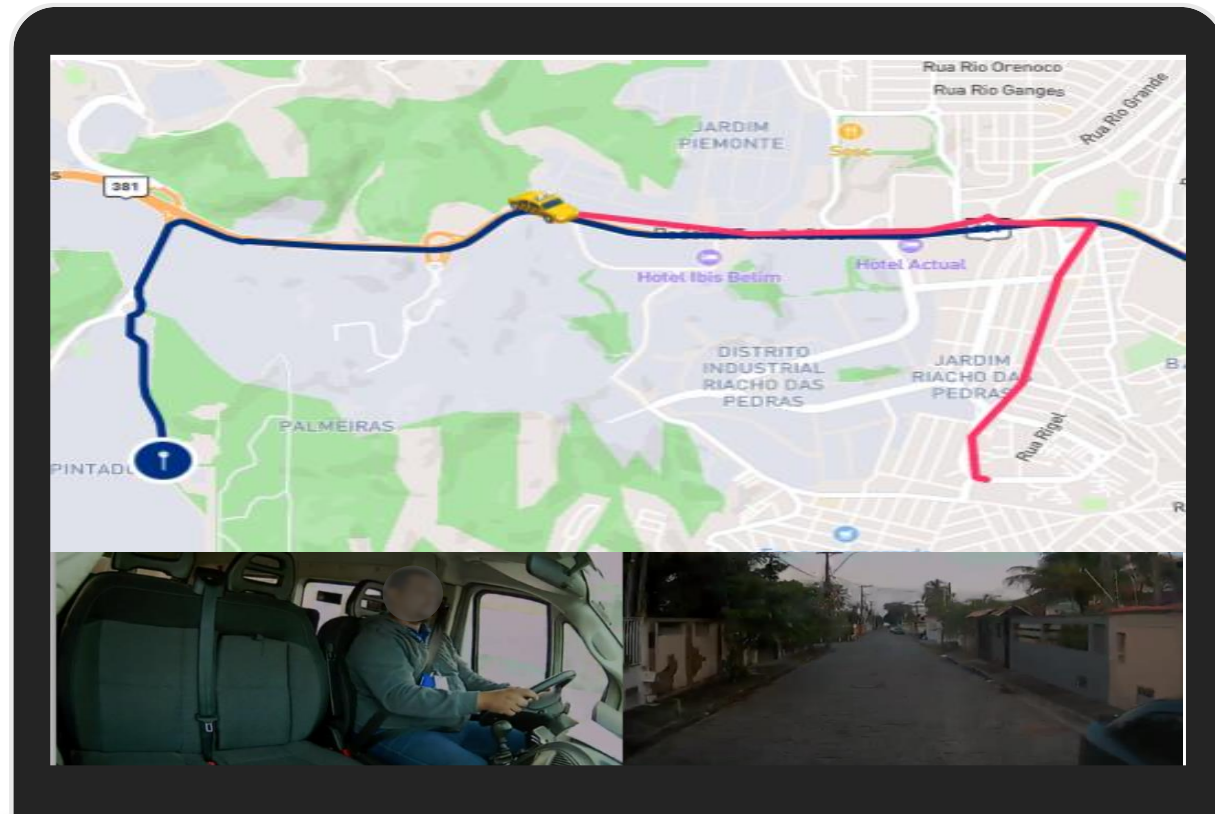


# PIVOTZ – Mobility and Passenger Control Tower

## What we do?

### Monitoring

- ✓ Punctuality
- ✓ Changes/adjustments to the trip
- ✓ Route monitoring
- ✓ Internal view of the vehicle
- ✓ Video along the route
- ✓ Handling of incidents and faults

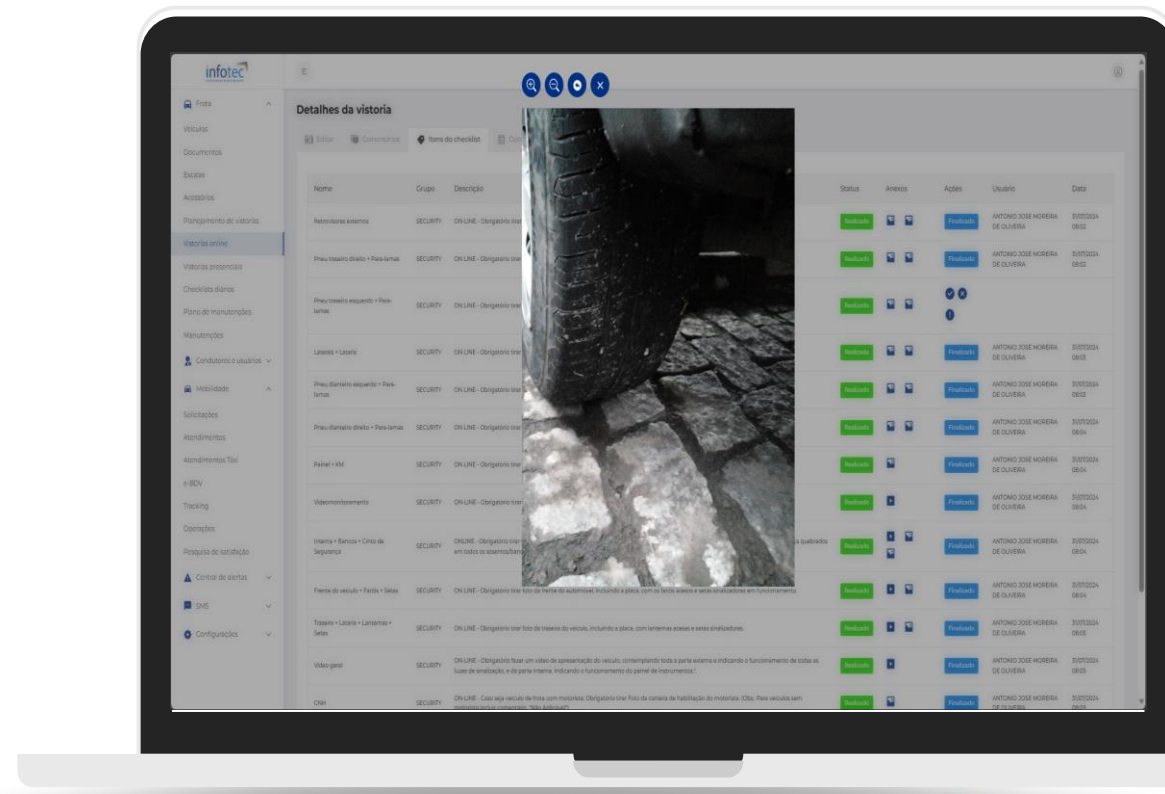


# PIVOTZ – Mobility and Passenger Control Tower

## What we do?

### Security

- ✓ In-person vehicle inspection
- ✓ Online vehicle inspection
- ✓ Compliance
- ✓ Daily Safety Dialogue



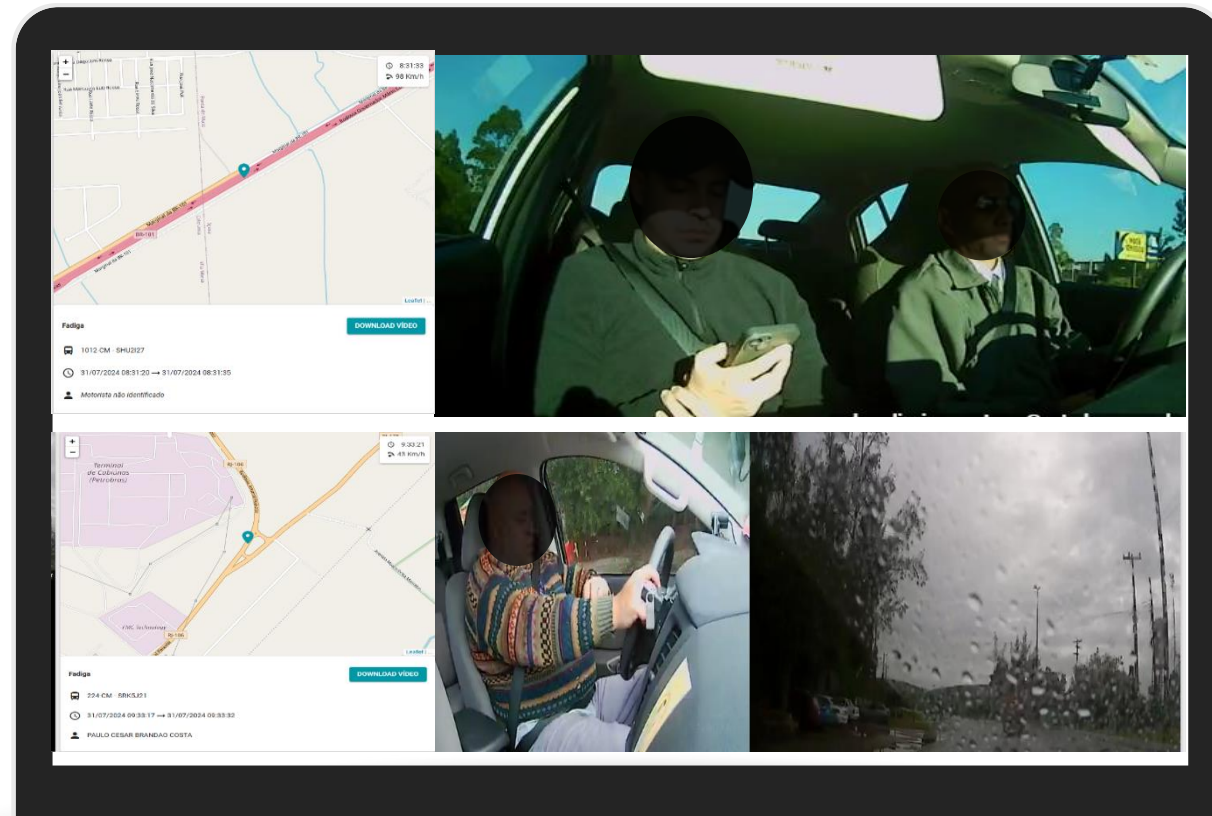


# PIVOTZ – Mobility and Passenger Control Tower

## What we do?

### Monitoring

- ✓ Fleet Management: Speed, Downtime
- ✓ Driver Management: Identification, Video Monitoring, Daily Vehicle Bulletin (BVD)
- ✓ Issuance of Alerts
- ✓ Trip Optimization (CO2 reduction per trip)

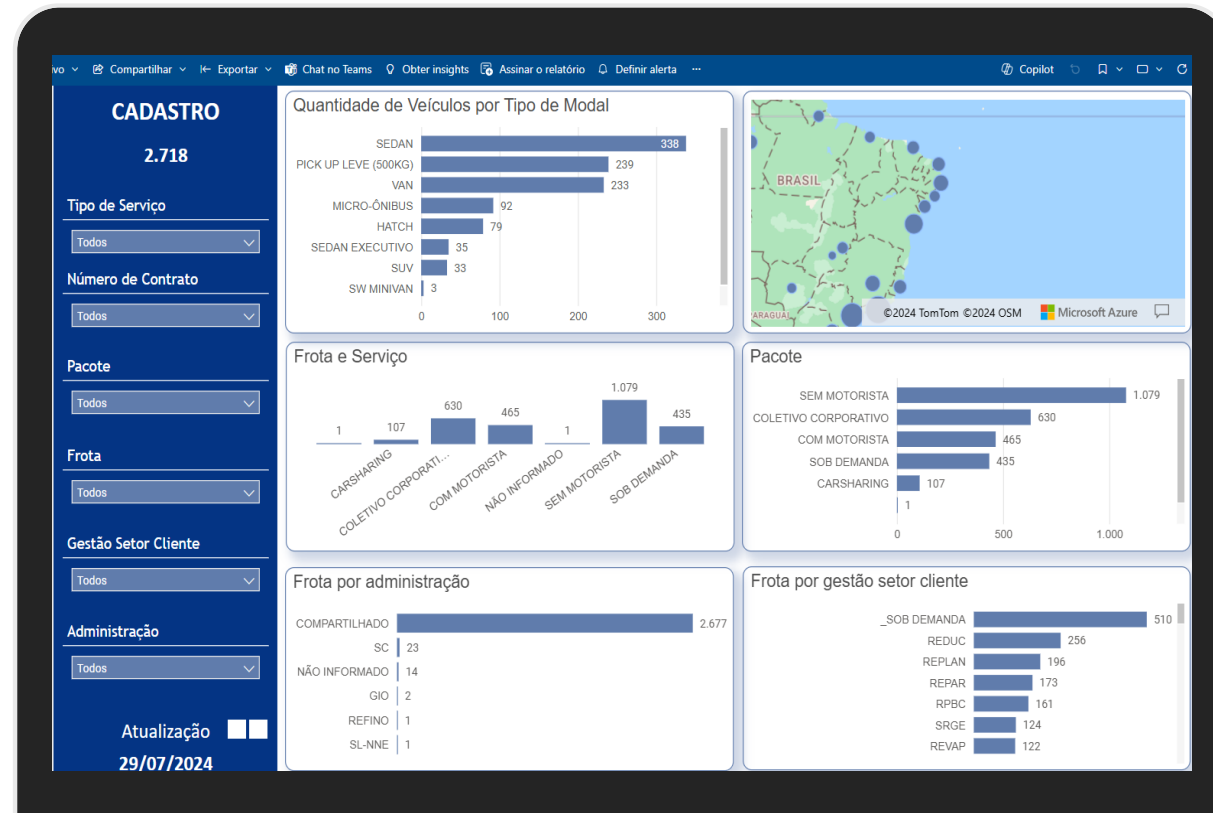


# PIVOTZ – Mobility and Passenger Control Tower

## What we do?

## Business Intelligence

- ✓ Passenger experience assessment
- ✓ Cost per passenger
- ✓ Occupancy rate
- ✓ Waiting time
- ✓ Number of incidents
- ✓ Integration and Data Collection
- ✓ Data History Generation
- ✓ Dashboards





# PIVOTZ – Mobility and Passenger Control Tower

## CICM (Integrated Mobility Control Center)

"It is the operations center of Infotec Brasil that utilizes People + Processes + Technologies (BPO) for planning, operation, monitoring, and control of services, with integration and specialized technical intelligence that is supervised.

**Operation:** 24x7

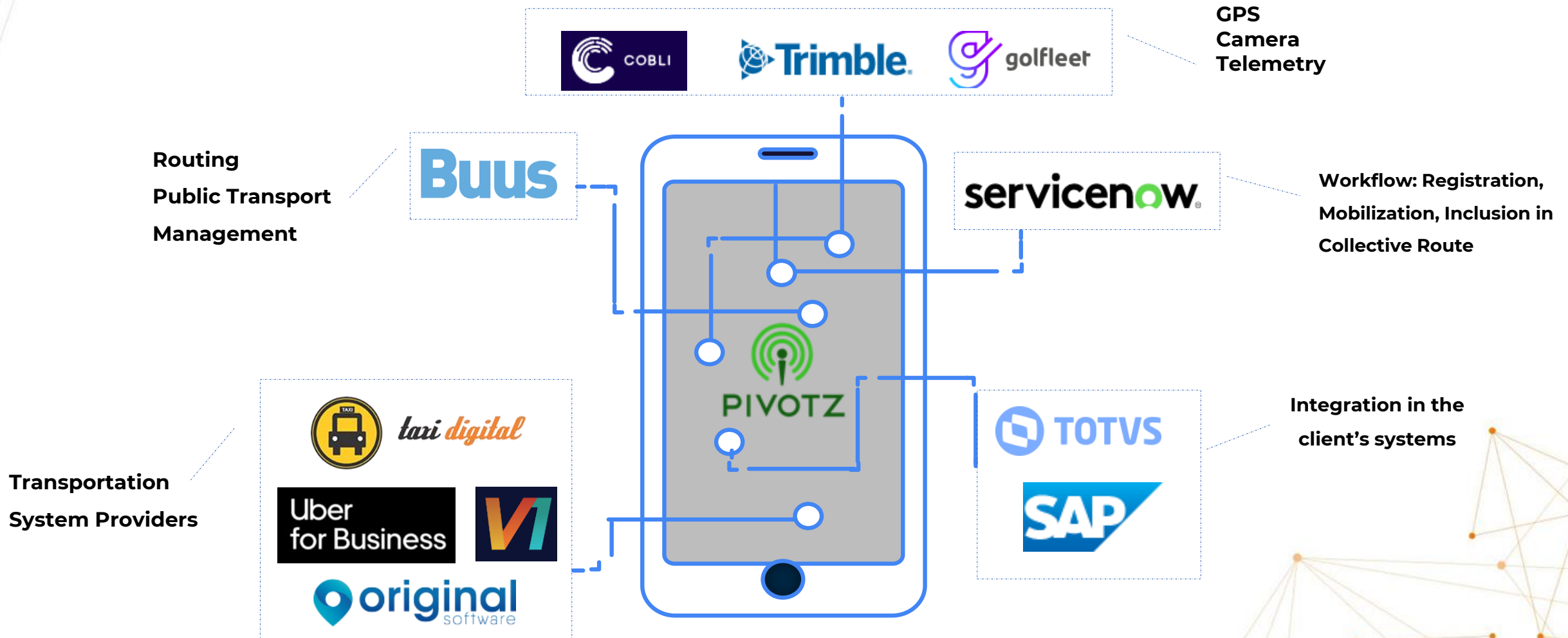
**Service:** Handling occurrences, contingencies, and/or emergencies from any location at any time.

**Deliverables:** Support in decision-making, rapid response in problem and incident resolution, visibility management, continuous process improvements, and travel optimization.



# PIVOTZ – Mobility and Passenger Control Tower

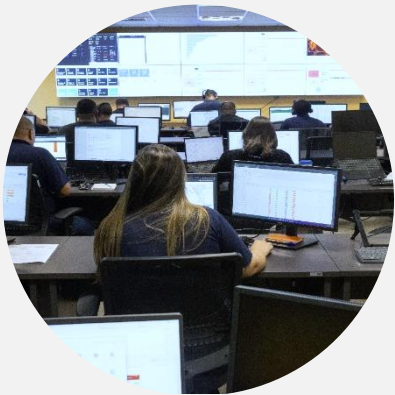
## Main Technology Integrations





# PIVOTZ – Mobility and Passenger Control Tower

## Integration of Web and Mobile Platforms



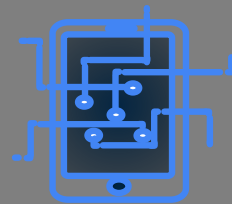
**CICM**

**Integrated  
Mobility Control  
Center**

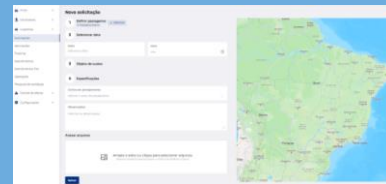
**INTEGRATING  
SYSTEM PIVOTZ**



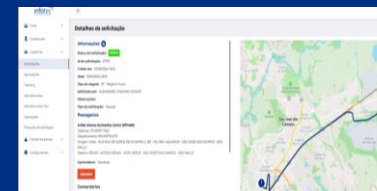
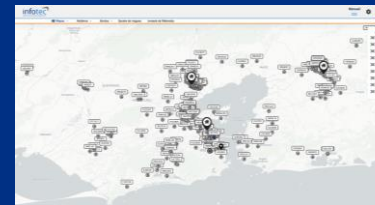
**API COM  
SISTEMA DO CLIENTE**



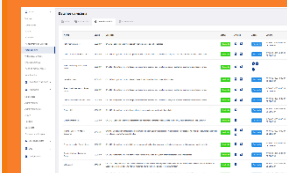
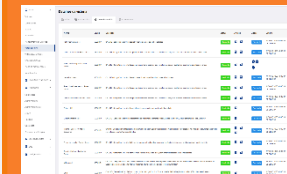
**REQUEST AND SCHEDULING**



**FLEET MANAGEMENT**



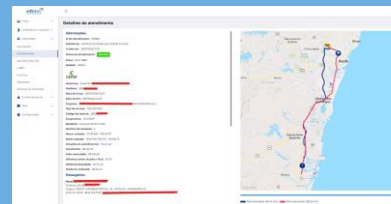
**ALERTAS**



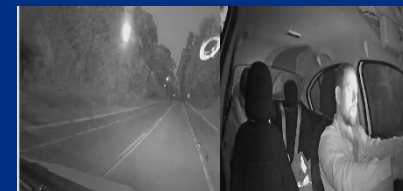
**BI**



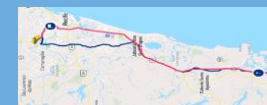
**MONITORING AND TRACKING**



**DRIVER MANAGEMENT**



**SCRIPTING**



# PIVOTZ – Mobility and Passenger Control Tower

## Advantages

- INFOTEC HANDLES THE ENTIRE PASSENGER LOGISTICS PROCESS – **BPO**
- WEB AND MOBILE PLATFORMS, SIMPLE AND INTUITIVE
- 24/7 SUPPORT AND 'REAL TIME
- INTEGRATED WITH PASSENGER CORPORATE ACCOUNT
- CUSTOMIZABLE TRAVEL REQUEST APPROVAL WORKFLOW
- REPORT ON TRAVELS AND COSTS
- MANAGEMENT OF DEVIATION FROM THE ROUTE
- TRAVEL OPTIMIZATION (CO2 REDUCTION)
- TRAVEL EXECUTION INFORMATION
- PASSENGER SATISFACTION SURVEY



# infotec

business process outsourcing experts

## **CASE | PETROBRAS – Mobility I**

### **Project Information**

Beginning : 03/31/2022

Duration: 1.080 days

Investment: R\$ 32 millions

Effective: 57 employers

Software: PIVOTZ



## Problem

- ✓ Absence of control and monitoring of the trips made by vehicles dedicated to the operations of Petrobras refineries.
- ✓ Routing and resource allocation carried out by taxi companies.
- ✓ Lack of optimization.

## Inovação Aplicada

- ✓ Request system
- ✓ Driver app
- ✓ Satisfaction survey

## Solution

Passenger mobility platform available via web and mobile. Our solution is integrated with all stakeholders involved in the transportation process, allowing the user to track their requests in real-time from start to finish.

Monitored trips with a solution implemented in operational units

**+ 25 mil/month**

Travel indicators

**+ 64% efficiency**

**Obs.:** Each unit conducted control in a particular way, mostly through spreadsheets. There was no trip optimization tool in the operation.

## + Results

### 31 integrated cooperatives

Integration with digital taxi and other transportation providers

### Cost center allocation

Approval flow according to the client's transportation policy

### Benefits for the client – management + optimization

**-37%** ↓  
Km/travel

**-37%** ↓  
kg CO2 per trips

**+73%** ↑  
Supervised travels

# Why Infotec Brasil?



## EXPERIENCE

Projects with a fleet of over 2,200 vehicles and 70 logistics transport contracts and agreements.

Projects with 52,000 passengers making over 30,000 trips per month.

Operational control center and experienced



- ✓ Quality
- ✓ Know-How
- ✓ Best practices



## TECHNOLOGIES

Integration technologies, driver management, fleets, operations, monitoring, and BI

Unification of actions in a digital format, integrated with suppliers and internal customers.



- ✓ Efficiency
- ✓ Reliability
- ✓ Transparency



## PROCESS

Dynamic HR, as a 'factory of mobilization and capacity building' of people.

Internal SGI, certifications and process automation

Solid SMS and ESG practices.



- ✓ Agility
- ✓ Compliance
- ✓ Risk Reduction
- ✓ Sustainability





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