



COS



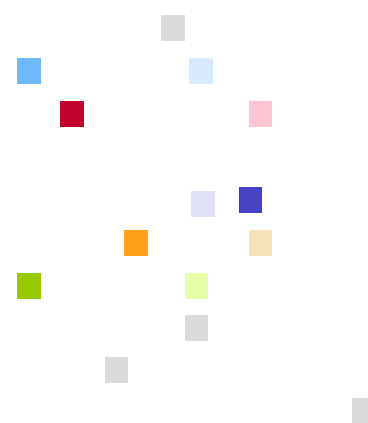
Contributing to the Progress

Leaders in the provision of IT Services





GLOBAL SERVICES



Multinational Spanish leader
in IT Services

Financial Solvency

Excellent technical and
Logistical capacity

Flexible and customize
services

Integral Services

Competitive prices

Agility

More than **20 years of experience in IT Management**, attending to the most critical needs of our Clients

Private company
Capacity of investment

+500 professionals in the world highly qualified
Warehouse & Logistics
Own laboratories

We personalize the services according to their needs
SLA's culture

We provide high quality serices. 360º Integral Services
Through our international presence
We do not subcontract services

Competitive prices with our clients and
incredible flexibility in payments methods

The best answer with our clients



International Coverage

WHERE ARE WE?



SPAIN



MEXICO



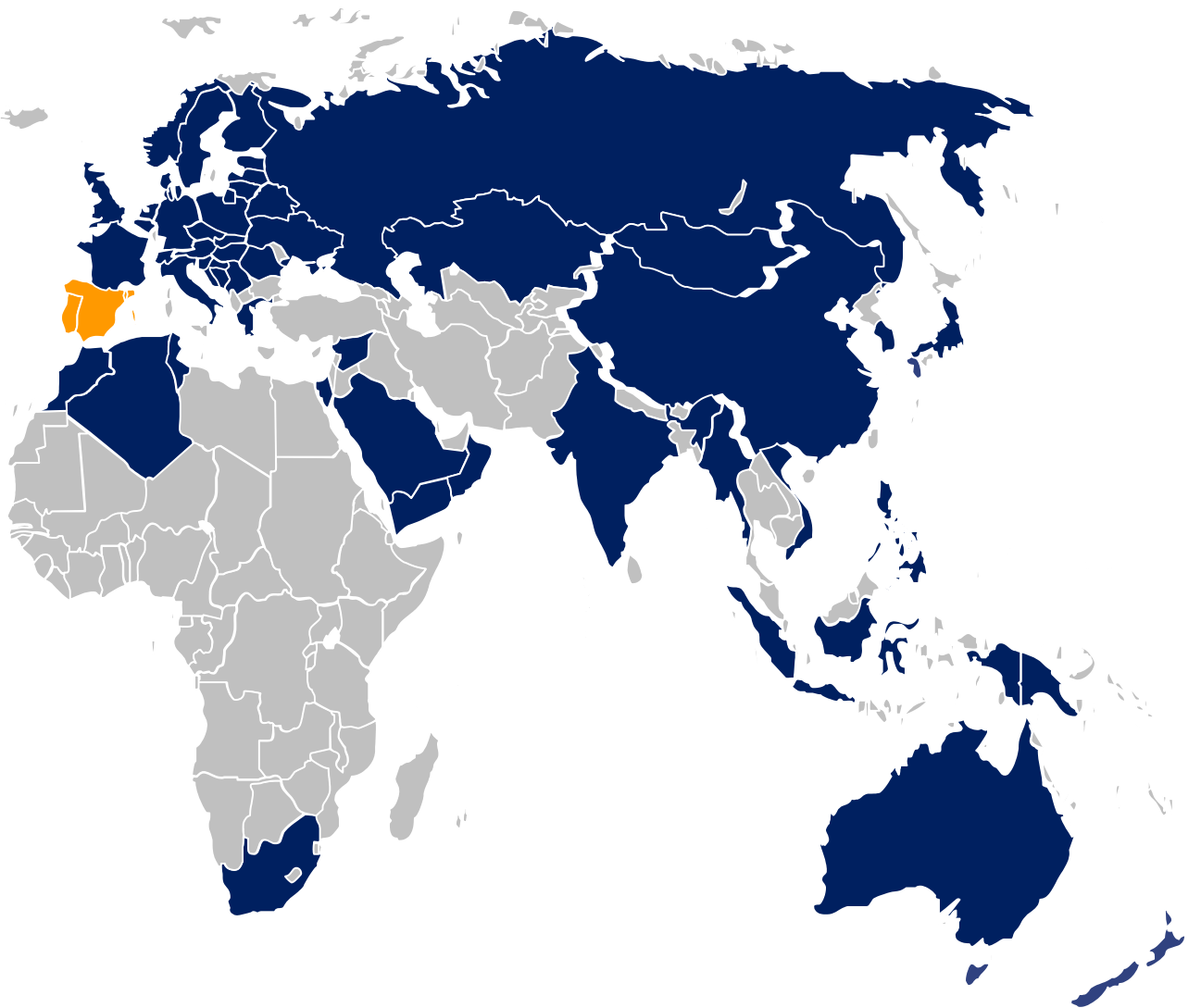
COLOMBIA



ARGENTINA



PORTUGAL



COS Location



Actual Coverage



ASCDINATD
THE GLOBAL ALLIANCE OF THE IT CHANNEL



eTN
THE ASCDINATD EQUIPMENT
TRADING NETWORK

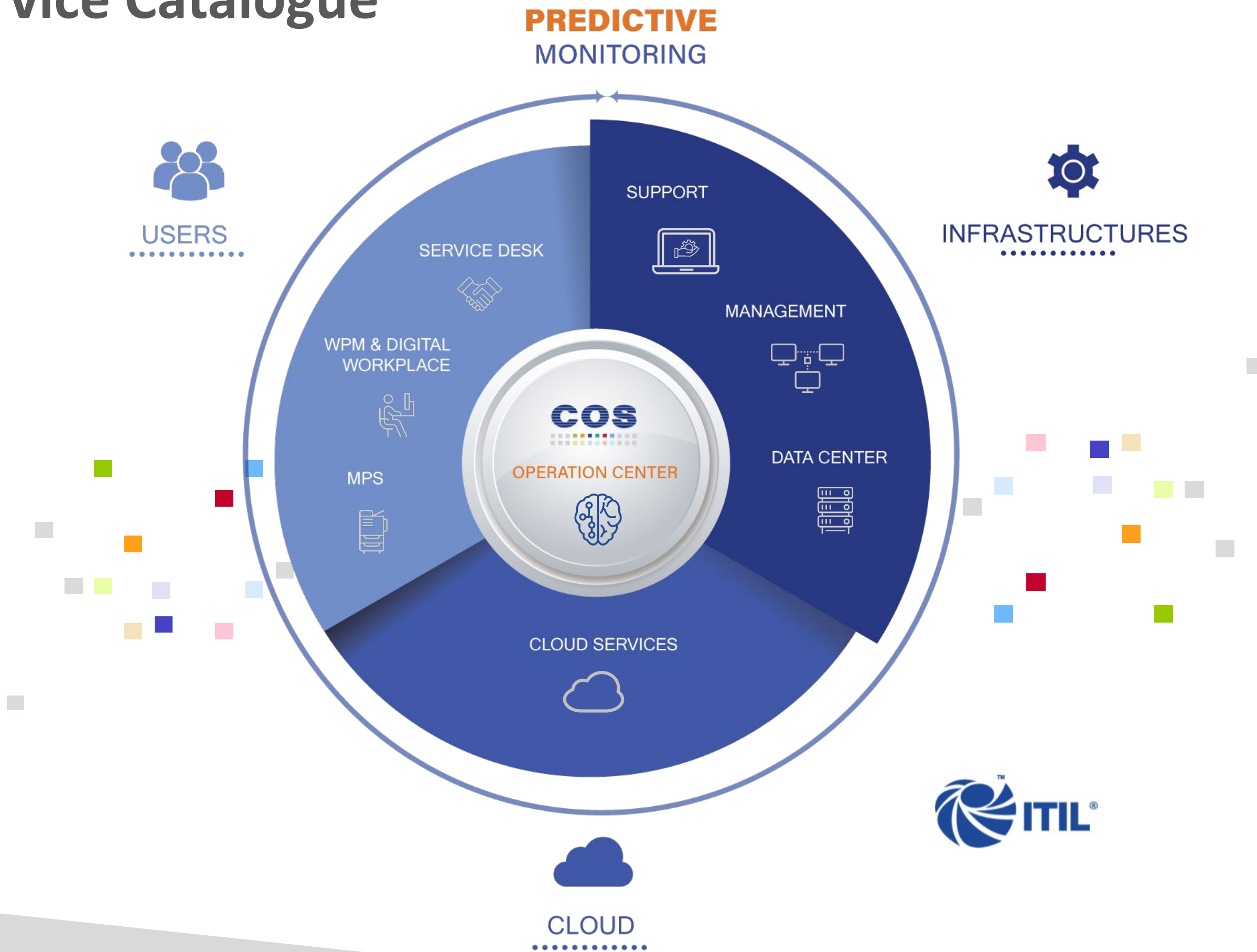


SERVICE CATALOGUE

COS GLOBAL SERVICES



Service Catalogue



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ENTERPRISE SERVICE DESK

CUSTOMER EXPERIENCE ORIENTED



Service Desk

CUSTOMER EXPERIENCE ORIENTED

Global Service Desk is the SPOC & Omnichannel Communications that involves and controls all resolution groups.

We offer as our added value :

- **Flexibility** to adapt different govern levels, process and teams to the needs of our clients.
- **Agility in our processes.**
- **Customization:** dedicated, multiclient and hybrid.
- **Expert teams** in software, hardware and communications incident solution.
- **Support center** in case of emergency or critical situation.



Service Models

CUSTOMER EXPERIENCE ORIENTED

MAIN FEATURES		
SCALABLE MODEL	MULTILINGUAL SERVICE DESK	SUPPORT CENTER
OMNICHANNEL	7*24*365	OWN/CLIENT TOOLS
<div>MULTICLIENT</div> <div> Standard service Synergy of resources Economy of scale Inmediate availability </div>	<div>DEDICATED</div> <div> Ad-hoc Service Dedicated resources Focus in the business Own/Client tool Own/client Infrastructure </div>	<div>HYBRID</div> <div> Customized and expertise service CAU Express Onsite Resolution incidences VIP Support </div>

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CUSTOMER EXPERIENCE ORIENTED

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+300.000 users
Europe 84%
LATAM 14%
North America 2%

Multilingual
Spanish
Catalan
English
Portuguese, etc.

+2 millions of interactions
Registered tickets 2 millions
Contacts 3 millions
Resolved Tickets 370.000

Omnichannel
Mail 23%
Voice 41%
Web 10%
Customer Tool 21%
Chat 5%

CMDB Management
+4 Millions

7x24x365



WORK PLACE MANAGEMENT

SUPPORT TO THE LIFE CYCLE AND
WORKPLACE TRANSFORMATION



Workplace Management

SUPPORT TO THE LIFE CYCLE AND WORKPLACE TRANSFORMATION

For over than 20 years ago we offer **Workplace Support and Management** through a global offer that covers all the phases of the equipment lifespan of the user. We direct our clients's spaceworks and workplaces to the **Digital Transformation**.

As our added value we offer:

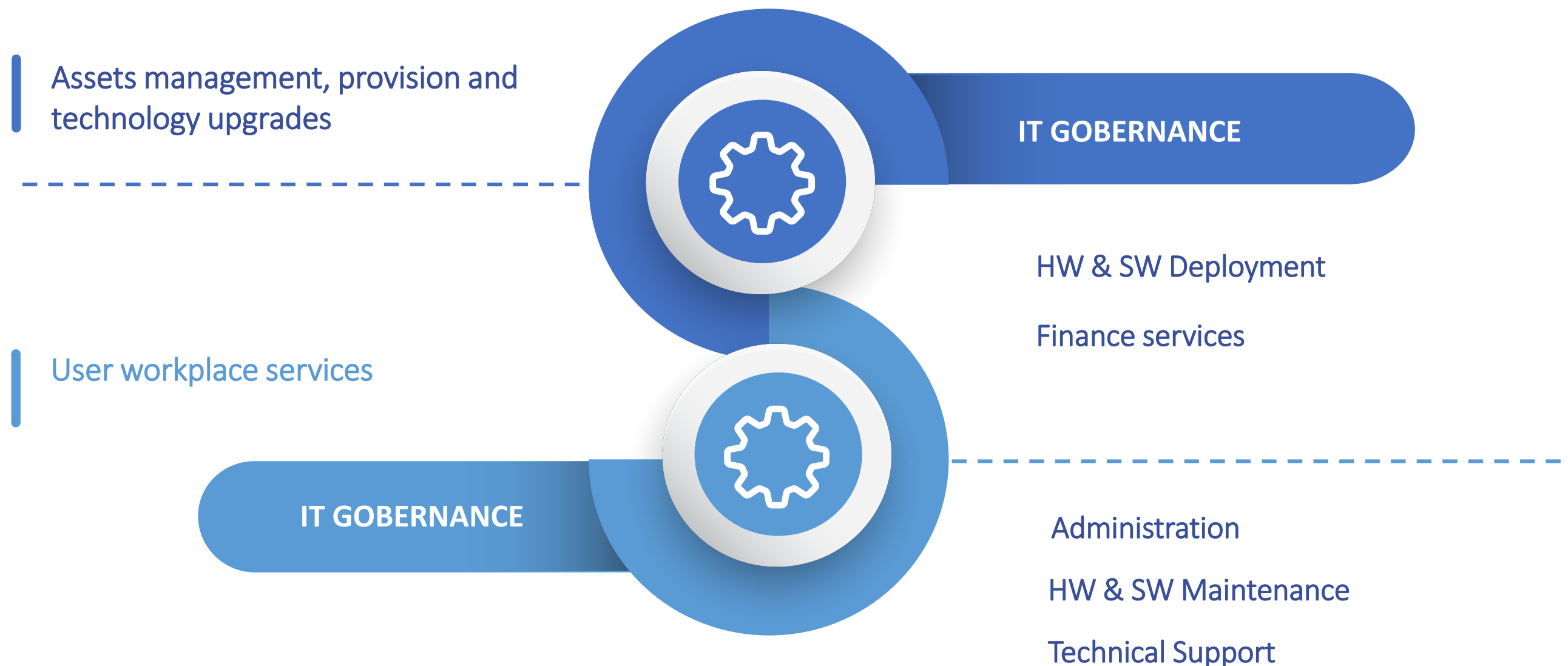
- Oriented to UX/CX
- Working with the leaders
- Customized to the need of the future
- Client and COS tools



COS Global Services Model

SUPPORT TO THE LIFE CYCLE AND WORKPLACE TRANSFORMATION

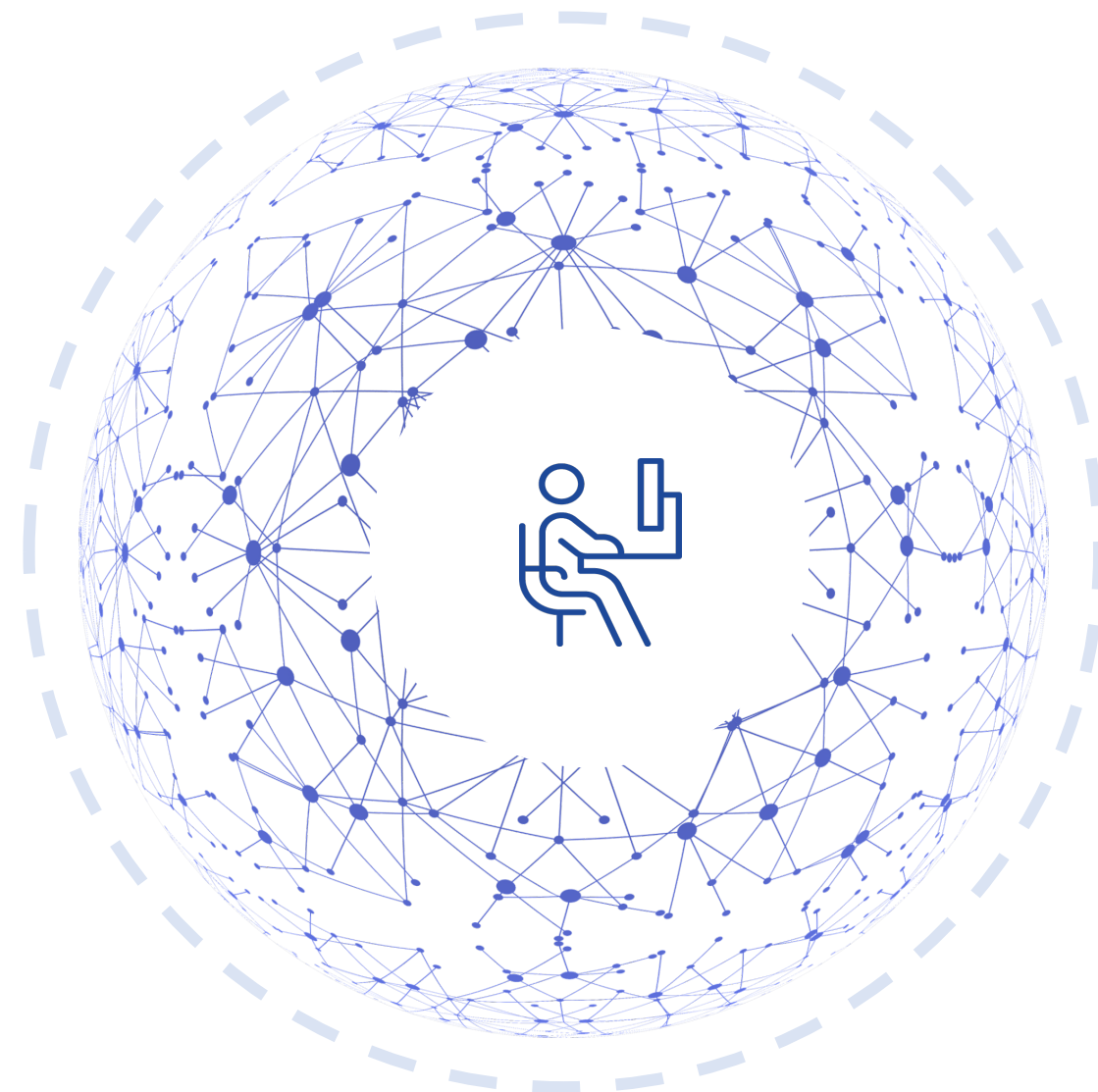
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Entery Life Cycle

SUPPORT TO THE LIFE CYCLE AND WORKPLACE TRANSFORMATION

1. HW and SW Purchasing and provision
2. Deployment
3. Onsite/Remote Support and IMADs
4. Training
5. Asset management
6. Virtual asset management
7. Logistics as an added value
8. HW Support – corrective and prevent methods
9. Security and Networking
10. Technology upgrades
11. Disposal with certificate



Figures

SUPPORT TO THE LIFE CYCLE AND WORKPLACE TRANSFORMATION

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+ 60.000
Workplaces

Sector experience
Specially in Retail and
financial enviroments

+ 10
Big accounts

Geographic Expansion
National and International
support

Multi-device
Workplace, Mobile, Tablet,
ATM & Customer Assets



MANAGED PRINT SERVICES (MPS)

PRINTING SERVICES OUTSOURCING



Managed Print Services (MPS)

PRINTING SERVICES OUTSOURCING

COS it is posicionated as a referent player in **Managed Print Services**.

What make us different is:

- Total Flexibility
- Multi-brand
- Integral Service and complementary with our Solutions Portfolio
- Independents to the producers
- Having our own stock infraestructure, laboratories and several technicians around Spain



COS Global Services Model

PRINTING SERVICES OUTSOURCING

1. Analysis and optimization of the actual assets and consumable inventory
2. Consumable replacement even before users demands
3. Reduction on energy and paper usage
4. Secure printing
5. Centralized remote monitoring
6. Quote and permission policies
7. Printing from mobile devices
8. Agreements with OEMs



Figures

PRINTING SERVICES OUTSOURCING

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+ 20.000
Users

+24.000
Annual copies

99,59%
SLAs Achievement

+ 350
Monthly Tickets
Workplace

24*7*365



INFRASTRUCTURE SUPPORT SERVICES

ENSURING SYSTEM AVAILABILITY AND
SECURITY FOR YOUR BUSINESS



Infrastructure Support Services

ENSURING SYSTEM AVAILABILITY AND SECURITY FOR YOUR BUSINESS

COS is a leading **ASP and TPM (Third Party Maintenance) company** that offers to the market a trusted alternative Service Support.

Our differential values are:

- Certified personal and available in all the national geography
- Competitive prices
- Extending the life cycle of the equipment beyond the End-of-Life (EoL) & EoSL timeframes OEM policies.
- Adapted SLA's to the customer needs



Infrastructure Support Services

ENSURING SYSTEM AVAILABILITY AND SECURITY FOR YOUR BUSINESS

NETWORKING EQUIPMENT AND SECURITY

- Multivendor.
- WAN/LAN/SAN.

HW MAINTENANCE & SW SUPPORT FOR CRITICAL SYSTEMS

- Big and Medium Systems and Storage. **Multipatform-Multivendor.**
- HW maintenance and Software support. *Firmware on-demand.*
- **Call home** Technology and **Systems Monitoring.**
- Servers, peripherals and associated hardware (disks, electricity supply, consoles, keyboards, mouse, CD, DVD...).
- Open Systems (Wintel, Unix, Linux, etc.) and proprietary Systems (i/OS and z/OS).
- Storage Systems (cabinets, disks, Switches, HBA, etc.): EMC, HITACHI, NetApp, Pure Storage, Huawei, etc.
- Hardware Robots: virtual and physical.



Figures

ENSURING SYSTEM AVAILABILITY AND SECURITY FOR YOUR BUSINESS

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229
Clients around
The world

336
IT Maintenance Contracts

+12.600
Unix, Windows & Linux Systems

+30
Mainframes

450
Incidences solved monthly



INFRASTRUCTURE MANAGEMENT SERVICES

TRANSFORMING THE OPERATION AND
MANAGEMENT OF THE SYSTEMS



Infrastructure Management Services

TRANSFORMING THE OPERATION AND MANAGEMENT OF THE SYSTEMS

COS Global Services provide **HW & SW Management Services** (OS, hypervisors, apps, BBDD, services, and user experience) based on data analytic and predictive way through our Operation Center, **COS Operation Center**.

Our competitive values are:

- Infrastructure Support
- Remote Services
- Capables to administrate BBDD and systems, control and manage the systems operation ,and improve and maintain the communications
- Backups generation. Disaster Recovery



Infrastructure Management Services

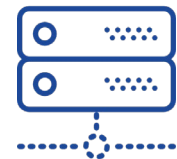
TRANSFORMING THE OPERATION AND MANAGEMENT OF THE SYSTEMS



SYSTEM OPERATIONS

Adapt the IT processes to the business requirements.

Improve the implementation process planification



BBDD MANAGEMENT & SYSTEMS ENGINEERING

Resource optimization.

Alert analysis and resolution, logs fails and batch process or enviromental anomaly.



STORAGE & BACKUP

Backups.

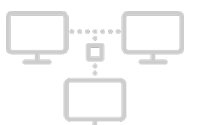
Storage capacity optimization.



COMMUNICATIONS & SECURITY

Management SW & HW Plataform installed

Secutiry tools administration



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TRANSFORMING THE OPERATION AND MANAGEMENT OF THE SYSTEMS

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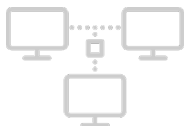
+50
Contracts

640
Incidences/petitions per month

+10
Mainframes

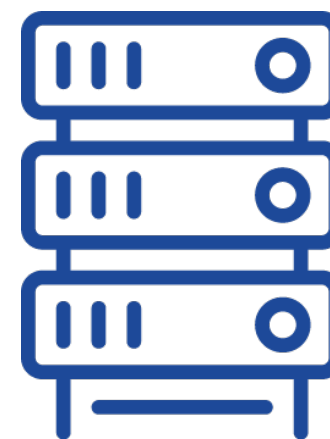
32
Clients

+25.000
Unix, Windows & Linux Systems



DATA CENTER SERVICES

DATA CENTERS MANAGEMENT & BRS



Data Center

DATA CENTERS MANAGEMENT & BRS

COS is a reference in the **Design, Deployment and Data Center Management**. We offer modular and global solutions with flexibility and cost efficiency.

Our differential value are:

- Flexible Services
- Dedicated or shared Service Management
- Modular Technical Rooms designed for IaaS
- Maintenance **cost savings** as we do not depend on any OEM



Data Centers

DATA CENTERS MANAGEMENT & BRS

DESIGN ENGINEERING SERVICES

- Data Center Restyling
- Modular Data Center
- Structured cabling

DATA CENTER MAINTENANCE

- Facilities Management Services
- Implementation and maintenance of DCIM solutions
- CPDs relocation
- RFID Solutions

BRS

- Business Continuity Plans
- Recovery Point & Recovery Time Objectives design

COLOCATION

- Space
- Power
- Cooling
- Security



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DATA CENTERS MANAGEMENT & BRS

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3 DATA
CENTERS

Madrid
CD México
Buenos Aires

+ 250
Support
Technicians

3.000 KM
Fiber and cooper and
Cabling installation

10.000 M2
Available Space



CLOUD SERVICES

ACCOMPANYING WITH OUR SERVICES
TO DIGITAL TRANSFORMATION



Servicios Cloud

ACCOMPANYING WITH OUR SERVICES TO DIGITAL TRANSFORMATION

COS consider the cloud as a strategic partner for our clients. It's processes, the relationship with our clients and its business model change the traditional scenarios taking advantage of the **cloud computing**.

Our diferencial value are:

- Business vision
- Now-how
- COS Operation Center
- Flexibility that allows adaptation to new models and situations
- Time to market
- BI & BA deployment tools in all of our services



Cloud Services

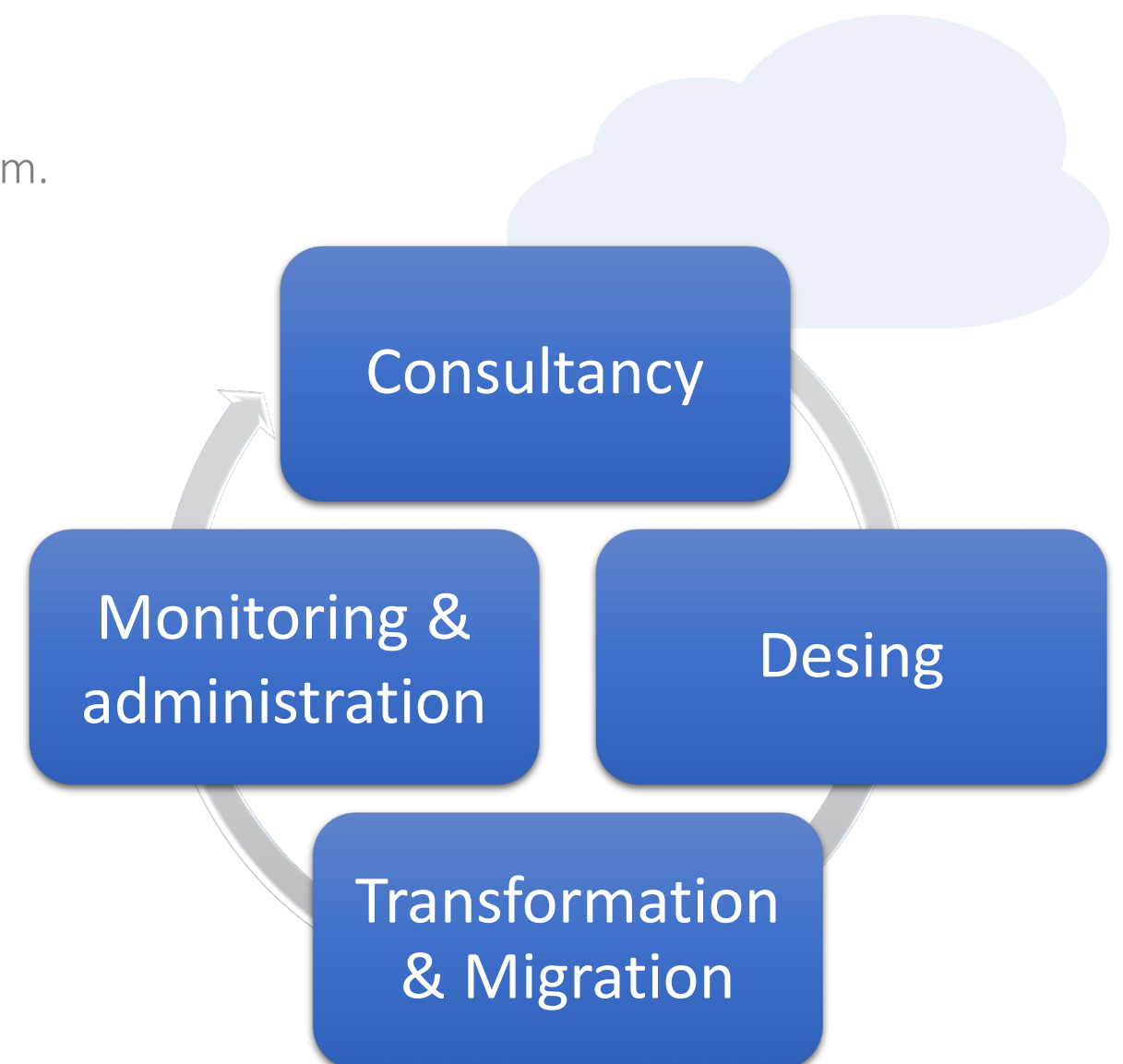
ACCOMPANYING WITH OUR SERVICES TO DIGITAL TRANSFORMATION

In the Operation Center we focus mainly in four big areas which are complementariy and having connections between them.

- Consulting Services
- Solution Design
- Transformation and migration
- Administration Services

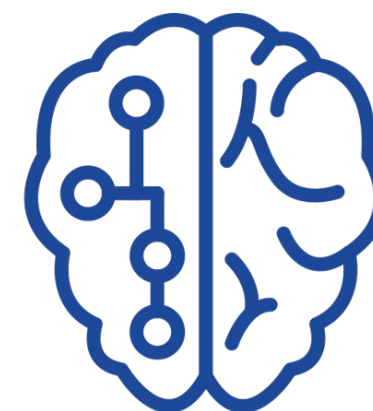
SOLUTIONS

Backup
LogVault
IaaS



OPERATION CENTER

ACCOMPANYING WITH OUR SERVICES
TO DIGITAL TRANSFORMATION

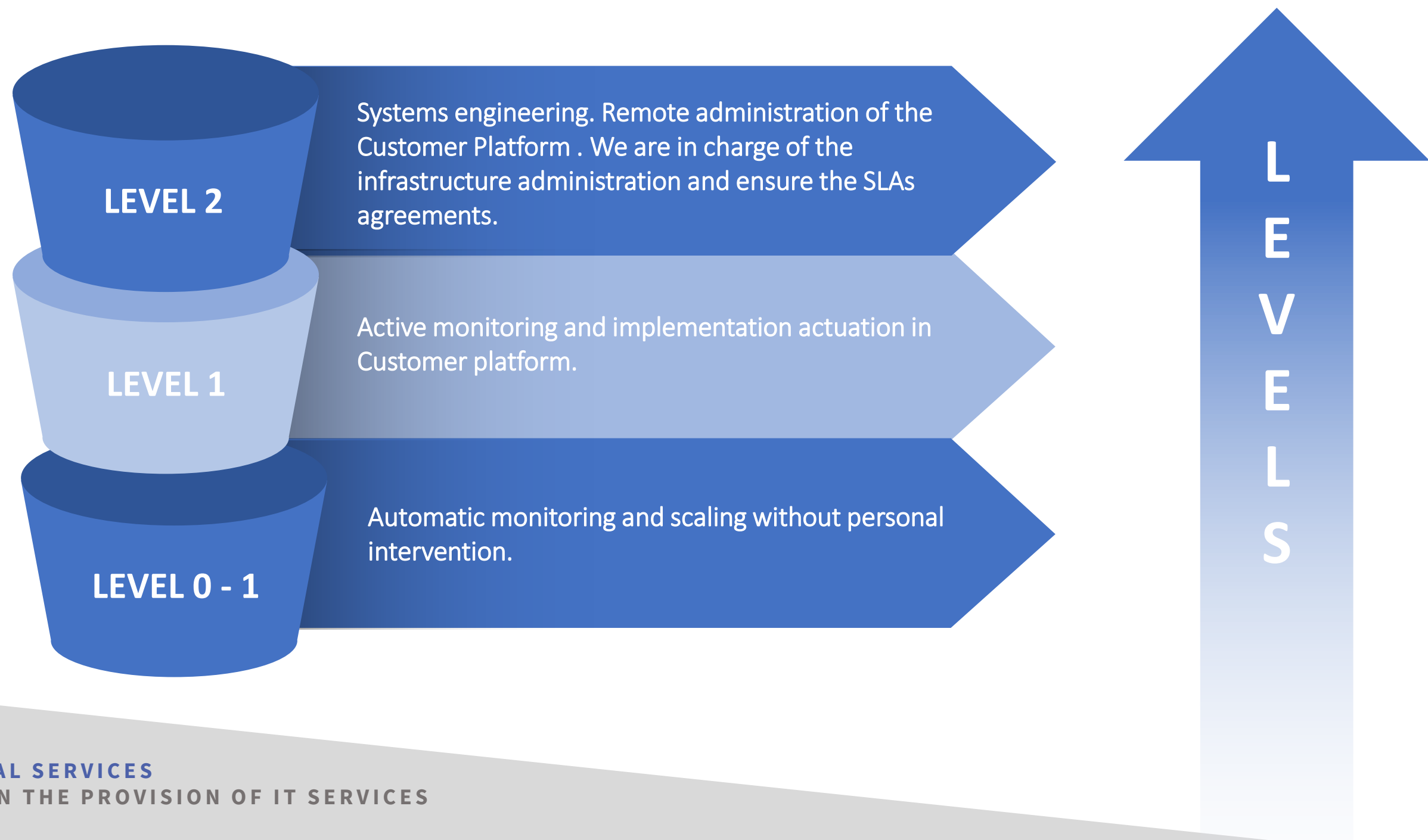


COS Operation Center

ACCOMPANYING WITH OUR SERVICES TO DIGITAL TRANSFORMATION

The Operation Center provide the continuity to the realized tasks in the transformation and audit phases, operating and managing the Customer infrastructure.

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ADDED VALUES

COS GLOBAL SERVICES



Human Resources

TECHNICAL CAPILARITY



350 ENGINEERS

$24 \times 7 \times 365$

Benefits:

Reduces costs

Decreased relocations and SLA's

Increases quality

Increase the proximity to end user

Human Resources

INTEGRATED LOGISTICS AS PART OF OUR CORE SERVICES

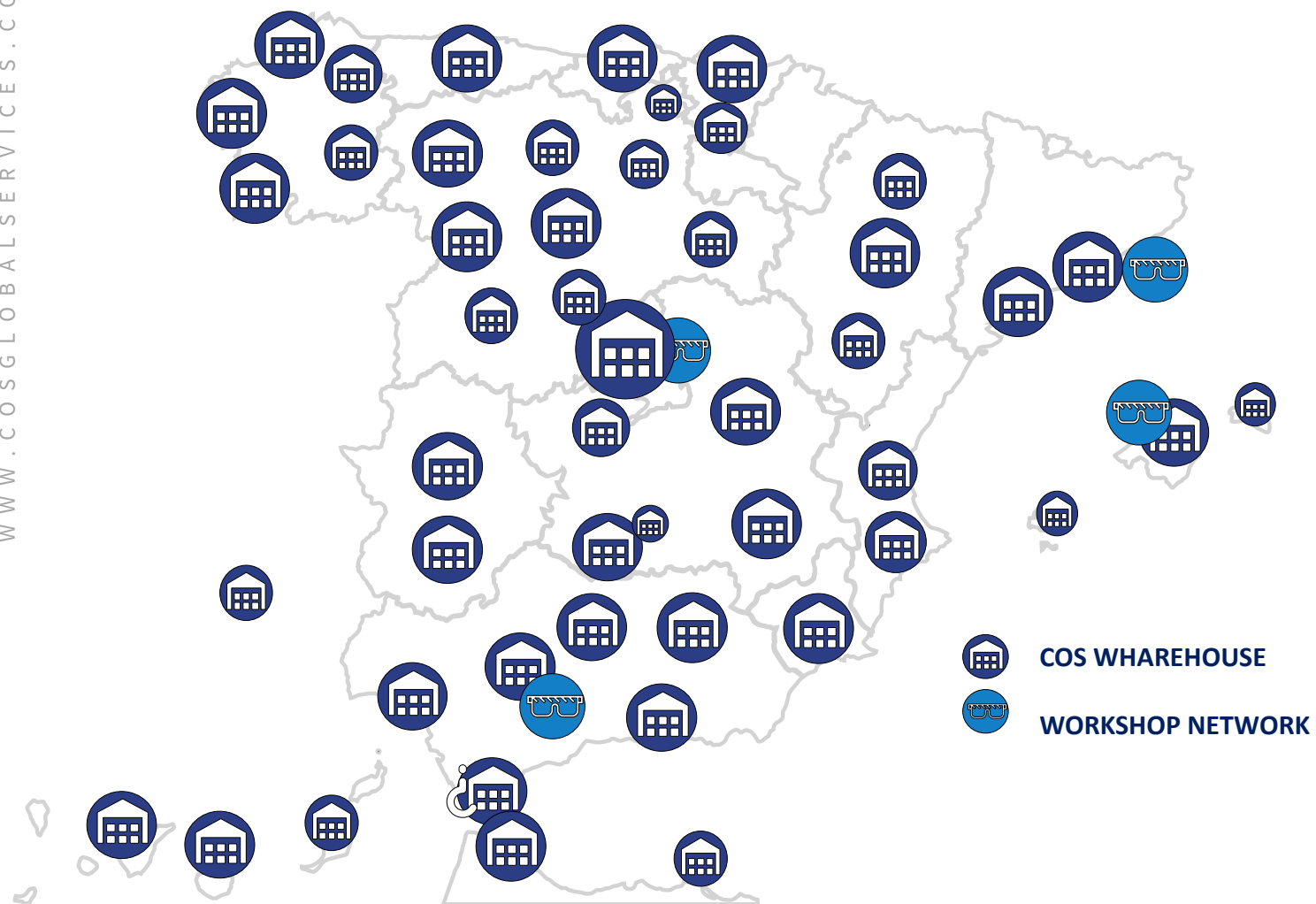
- Total adaptation to customer needs
- CI Life Cycle Management - Traceability
- Centralized warranty management
- Exclusive and unique central warehouse
- On line stock access via web app
- Stock to cover EoSL equipment
- Transport: COS capabilities and partnership with SEUR
- Distributed warehouse network around the country and with proximity
- Own vans & vehicles
- Integrated transport management tools (COS-NAV/SEUR)



Physical Resources

OWN WHAREHOUSES & WORKSHOP NETWORK

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- Own fleet
- Distribution transport independently of final user
- Increase the proximity to end user
- Own labs and warehouses for inventory distribution



Thank you!

Contributing to the Progress
Leaders in the provision of IT Services

