

Close relationships and complete solutions for your business challenges.
Get to know Algar Tecnologia.



Welcome to Algar Tecnologia. A company based on people. People who value close relationships built on trust and who know the importance of being at a client side as an effective solution provider.

- One of the leading Brazilian companies providing integrated BPO and IT Services.
- Focused on quality and customer driven relationships.
- State-of-the art technology and Industry leading work environments.
- 12,000 employees.
- 7,500 BPO and Contact Center Workstations/seats.
- 3 Data Centers (13,000 sq feet and more than 2,000 servers).
- 3 BACCs (Business Application Competence Centers): Oracle, SAP, Java, .Net e PHP. (CMMI 3).

Just like friendship, but instead of giving advice, we create solutions for your business challenges.

Algar Tecnologia is ready to serve you and your company. Over a decade in the market, present throughout Brazil, and providing technology solutions for business processes. We consider our close relationships with our clients as a competitive advantage and strive to deeply understand our customers daily routines in order to provide custom made solutions.



Algar Holding

Algar Tecnologia is part of Algar Group, a Brazilian holding comprising nine diversified business and considers its people its greatest competitive advantage. Founded in 1954, Algar is committed to enhancing human potential and serving and developing the region where it operates. Currently, 20,000 talents practice the Algar philosophy every day at work and in the excellence of their relationships.

Sustainability

Algar Tecnologia believes and invests in environmental and social efforts. Actions from recycling to responsible resource use help ensure the preservation of our planet. Our commitment to Brazil's future is reinforced through Algar Institute which promotes human development by improving education for thousands of young people.

Algar Tecnologia. A company committed to quality.

The skills of our talents and the significant investments made in their training make Algar Tecnologia one of the best certified companies and one of the best companies to Work For in Brazil*. Our professionals are qualified, knowledgeable and employ the best practices and methodologies recognized worldwide. All of this qualifies us to provide services in line with the most rigorous norms and highest quality standards.

*Biggest and Best 2011 - Exame Magazine / Abril Publishing. Best Places to Work in IT and Telecom 2011
Great Place to Work - Computerworld Magazine.

Get to know what Algar Tecnologia can offer for your business challenges.

More than high quality services, your company gains a reliable partner and solution developer who simplifies processes, creates improvements and contributes to your business success.

 IT INFRASTRUCTURE	 MANAGED SERVICES	 CUSTOMER RELATIONSHIP	 BUSINESS APPLICATION
<ul style="list-style-type: none">▶ DATA CENTER▶ DATA STORAGE	<ul style="list-style-type: none">▶ SERVICE DESK▶ PROFESSIONAL SERVICES	<ul style="list-style-type: none">▶ CUSTOMER SERVICE▶ INBOUNDS/OUTBOUNDS SALES▶ CUSTOMER EXPERIENCE MANAGEMENT▶ COLLECTION▶ CONTACT CENTER INFRASTRUCTURE	<ul style="list-style-type: none">▶ SOFTWARE LICENSING▶ SOFTWARE FACTORY▶ SUPPORT AND DEPLOYMENT APPLICATION▶ BUSINESS SUPPORT



Find out what makes us unique and learn how a partnership with us can make all the difference.



Efficiency and Reliability

- Data center with 99.97% uptime, one of the highest rates in the industry.
- High technology for high quality and highly reliable services.
- Mature software manufacturing processes (CMMI ML3 and BR MPS) to ensure quality services.
- Best practices in IT governance.
- Guaranteed standards, controls, management and IT operations aligned with your business via the ISIS management tool - Integrated Services for Intelligent Sourcing.
- Experience with large-scale operation migration allied with project methodologies and processes.
- Guaranteed knowledge management through certified methodologies.
- Modern infrastructure built for high technology operations.
- Technological evolution and access to the latest tools for customer relationship management operations.



People

- Closer relationships, personalized, transparent and agile services.
- Consulting experts in different segments.
- People management aligned constantly to qualification and training processes.
- Certified, highly trained professionals with proven experience in large-scale projects.



Flexibility

- End to end solutions designed according to the needs of your business.
- Technical and commercial flexibility to assess, describe and create solutions focused on your company's specific needs.
- Customer focus.



Solidity

- Part of the Brazilian Holding Algar – in operation for more than 50 years.
- Capacity for investment and a reference in corporate governance.
- Guaranteed technological development.

Solutions provider for the specific needs of your business.



EDUCATION

Knowledge dissemination technology.



HEALTH

Integration of medical competence and technology.



GOVERNMENT

Support for public administration modernization.



FINANCIAL

High safety and availability information.



UTILITIES

Technology for responsible use of resources

- Energy
- Sanitation
- Telecom



INDUSTRY

Process and productivity improvement.



WHOLESALE AND RETAIL

Time and resource optimization to bring about distribution gains.



SERVICES

The best experience to your client.



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