



Koneccta's Proposal for ENGIE Customer Care & Welcome Calls Outsourcing

June 9th, 2026

INTRODUCTIONS



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AGENDA

		<i>Start to End</i>	<i>Time in min</i>
01	Welcome and Introductions	11:00 - 11:10	0:10
02	About Konecta & Experience & Kraken	11:10- 11:25	0:15
03	Solution Overview	11:25- 11:40	0:15
04	Site Information and Operations	11:40 - 11:55	0:15
05	Welcome Calls	11:55- 12:05	0:10
06	Ramp	12:05 - 12:15	0:10
07	Business Enhancements - IVR, Reporting & Analytics, Knowledge Management, AQA	12:15- 12:45	0:30
08	Q&A	12:45 - 01:00	0:15

All Times in CDT



KONECTA AT A GLANCE

We are a global leader in customer experience (CX) and digital services

By orchestrating a perfect harmony between human ingenuity and digital precision, we redefine what is possible in GenAI-powered user experience (citizen, fan, employee, customer, patient etc.).

5

Top 5 Global BPO in South America and Europe, strong ambition in English-speaking markets



Everest Group 2025 in CX Management: Leader in EMEA and Major Contender Americas



12% of Konecta's global revenue comes from the Utilities sector



Kraken Accredited Partner



109,000+
employees



€2bn+
revenue



40,000+
employees working
from home



28
countries



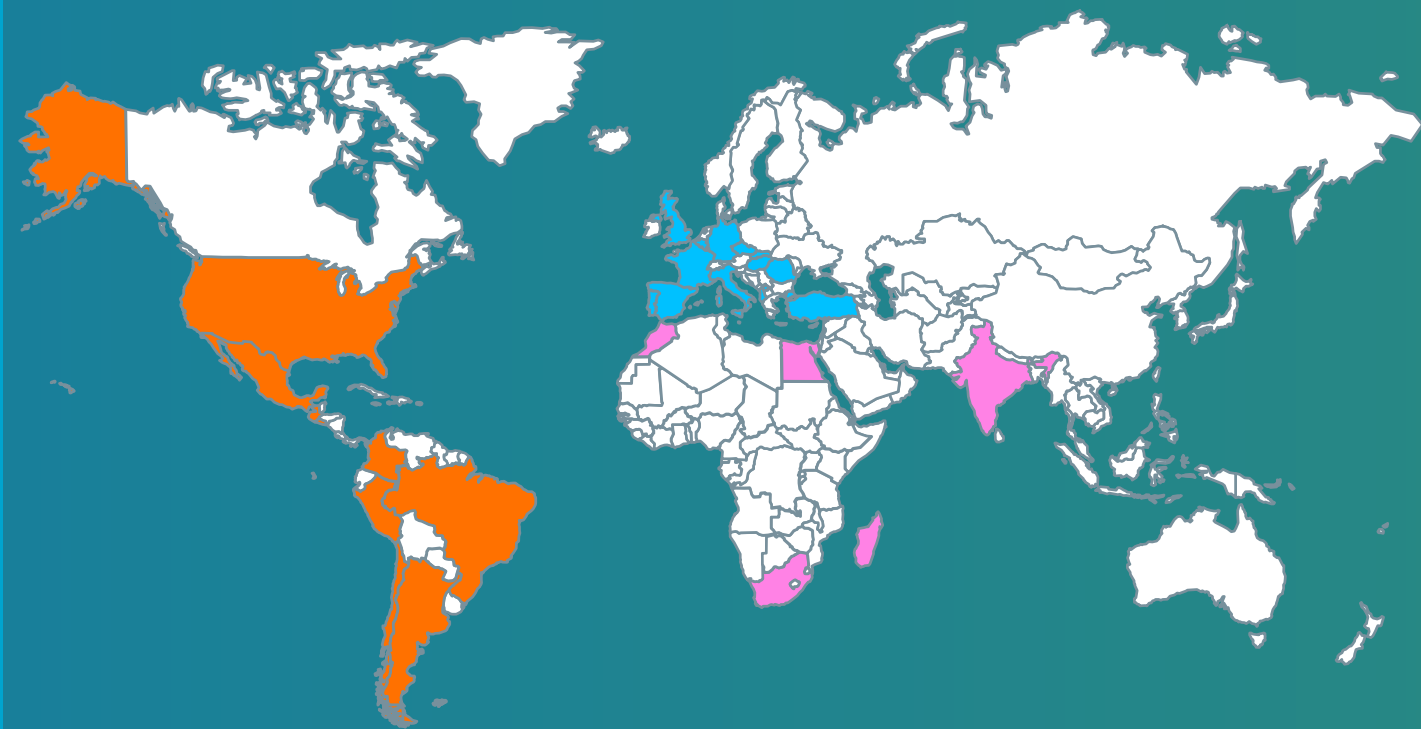
40+
languages



500+
blue chip
clients



A leadership position across five continents with best-shoring capabilities



AMERICAS

9 countries 56+ sites	Colombia - 21sites	Mexico- 4 sites	El Salvador - 1site
	Peru - 9 sites	Brazil- 8 sites	Guatemala - 1site
	Argentina - 10sites	Chile - 1sites	USA- 2 sites

EUROPE

14 countries 110+sites	Spain - 34 sites	Türkiye- 5 sites	Slovakia - 1site
	Italy - 31sites	Romania - 6 sites	Germany - 1site
	France - 18sites	UK- 3 sites	Belgium - 1site
	Czech Rep - 9 sites	Albania - 3 sites	Hungary - 1site
		Kosovo - 1site	Portugal - 2 sites

MIDDLE EAST | AFRICA | ASIA

5 countries 12sites	South Africa - 1site	Morocco - 7 sites	India - 1site
	Madagascar - 2 sites	Egypt - 1site	

Forthcoming: The Philippines

MULTILINGUAL HUBS

All along with a comprehensive virtual model to provide best-in-class Work from Home operations

Barcelona	Lisbon	
Bogota	London	
Cairo		Mexico
City		
Casablanca	Paris	
Istanbul	Tang	



89%
Employee
Satisfaction

6.0%
Attrition
Industry: 10-12%

94%
Loyalty

+85%
Internal
Promotion



INTRODUCTION

Why Leading Enterprises Choose to Work With Us



Customer-Centric Approach

We put **your business needs first** to deliver Gen AI solutions that **drive real value**.

- Jobs to be Done methodology: uncovering real business needs and challenges
- Context Awareness: Solutions that are specific to your operational context
- Insightful Understanding: insights into your customers and employees



Integrated Expertise

We **combine diverse skills** to **ensure holistic and effective transformation**

- Proximity to Business Processes: operational understanding
- Cross-functional delivery: blending business, tech, data expertise and people
- Data & Process-Level Insights: Rich data drives personalized high-performing solutions



Delivery Excellence

We are committed to delivering results with **agility** and a **focus on your success**

- Outcome-Based commercial models
- Operational speed and flexibility
- We don't just tell you, we show you
- Gen AI repeatable delivery model



Digital Ecosystem

We deliver **smarter, faster, and safer transformation** through a strong and strategic partner ecosystem



Trusted BPO provider with over two decades of delivery track record

£150m investments in genAI development

+2,500 digital experts



We have extensive experience & capabilities in the utility sector

Utilities At Konecta (Global Scale)

12% of Konecta's global revenue comes from the Utilities sector

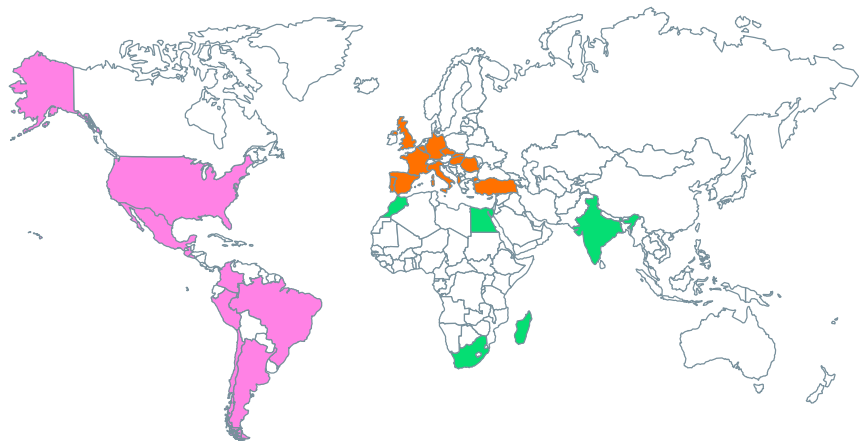
€250M in revenue is generated from the Utilities sector

80+ clients

8,600 Utilities FTEs

Multi-shore delivery across Americas, Europe, Middle East, Africa And Asia

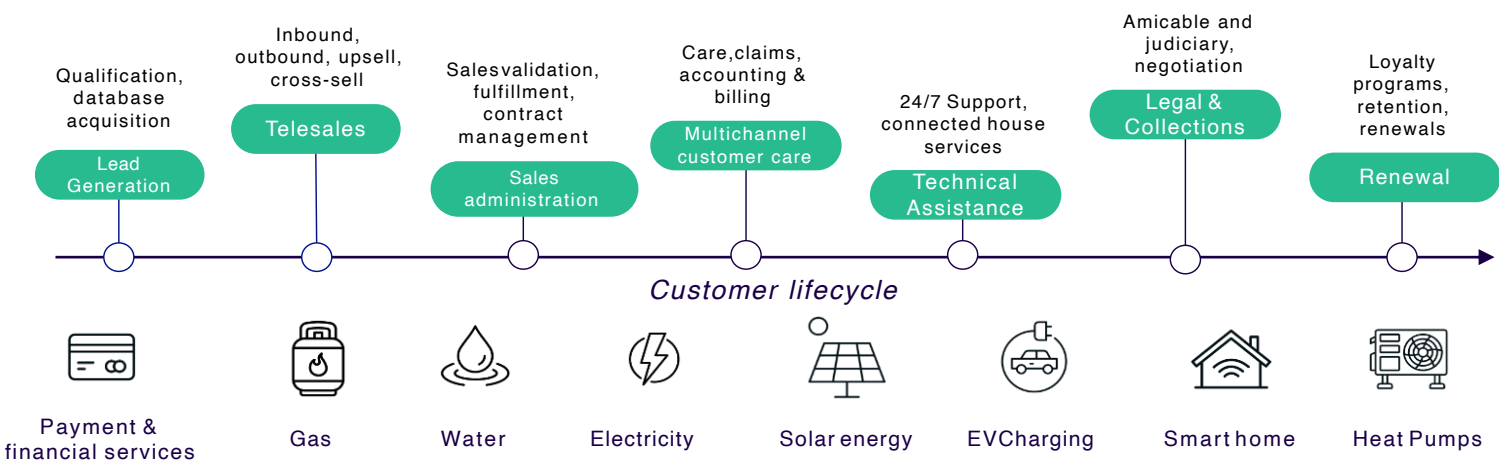
#1 CXM partner by revenue in the Utilities & Energy market



What differentiates Konecta

- Utilities & regulated-environment specialists
- Compliance-ready operations
- End-to-end ownership across the full customer lifecycle
- Global scale with flexible multi-shore delivery models
- Strong digital, AI & automation capabilities
- Proven transformation partner, not just a BPO

We deliver end-to-end services across the customer lifecycle and for all utility offerings

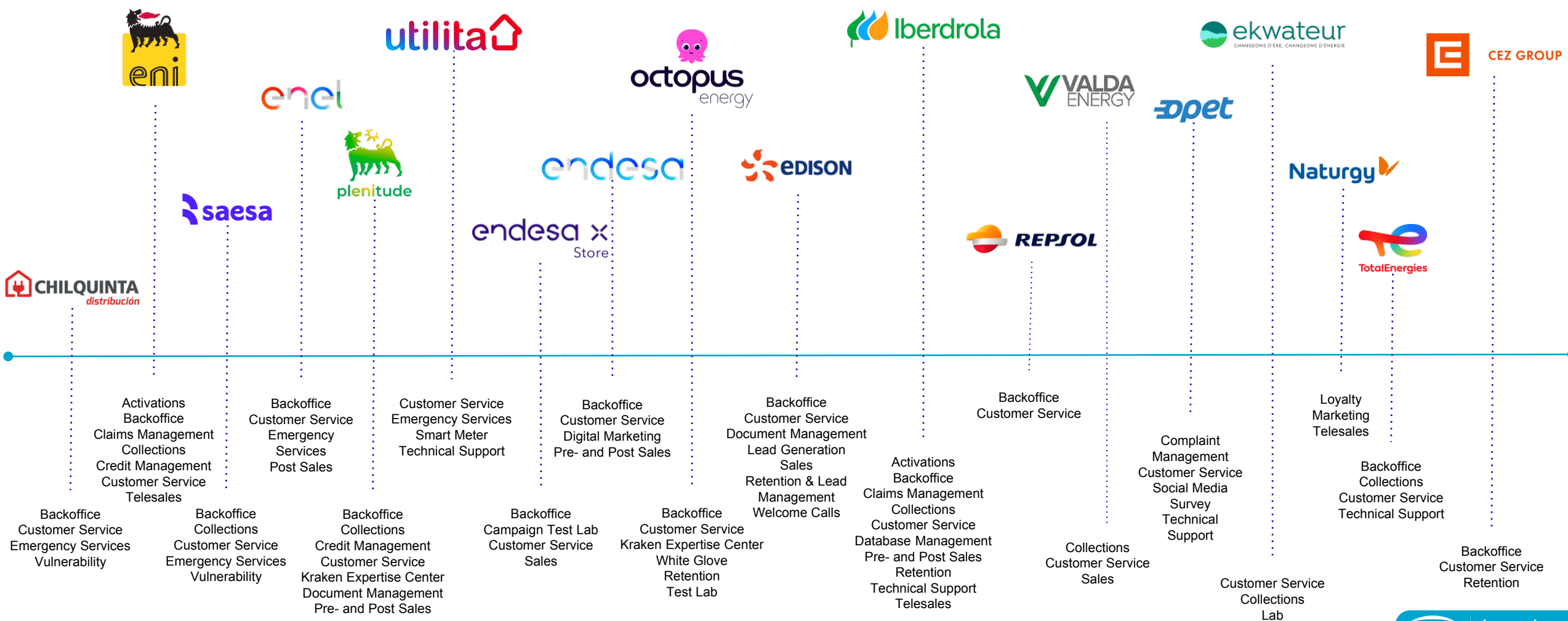




EXAMPLES OF CLIENTS

A Client Selection. Decades of partnership.

80+ clients	8,600+ agents	12% Group revenue from Utility sector
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We understand ENGIE. We know your customers. We are ready to bring that institutional knowledge to the U.S. market.



13 Years of Partnership. 530+ Experts. Proven Results Across ENGIE's Customer Lifecycle.

STRATEGIC PARTNERSHIP

- Trusted ENGIE partner since **2013**, supporting both **B2C and B2B operations**
- **530+ dedicated FTEs** currently supporting ENGIE across Europe
 - **450 FTEs** in France & Morocco
 - **80 FTEs** in Italy
- Deep expertise across **Customer Care, Telesales, Back Office, Welcome Calls, and Customer Lifecycle Management**
- Established governance model built on **transparency, quality reporting, data insights, and knowledge sharing**
- Proven ability to scale operations while preserving service continuity

SCOPE

- France**
Customer Care & CX
- Customer service operations for B2C and ENGIE Home Services
 - Seasonal workforce management, forecasting, recruitment, and training
 - Online troubleshooting and customer support
- Sales & Customer Acquisition**
- Outbound telesales for electricity and gas contracts
 - Web-form conversion and lead management
 - Upsell of green energy and value-added services
 - Maintenance contract sales and technical appointment scheduling
- ITALY**
Customer Care, Sales & Back Office
- End-to-end customer service operations
 - Inbound and outbound sales
 - Retention and loyalty programs
 - Complaints, credit management, and back-office support

- Delivering **12,000+ annual energy sales** through targeted telesales programs
- Managing **1.5M+ customer interactions annually** for ENGIE Home Services
- Processing **700,000+ energy acquisition forms** and **180,000+ maintenance-related forms** each year
- Supporting ENGIE's customer-centric transformation through operational excellence and digital enablement
- Leveraging a suite of proven productivity and workflow optimization solutions to improve efficiency, quality, and customer outcomes
- Multilingual, multi-market delivery model with demonstrated scalability across Europe



Konecta has been selected as Digital & CX BPO partner by Kraken



Konecta is a **trusted** and **preferred CX Partner** of Kraken, bringing proven delivery excellence to fast-track the deployment and operation of the **Universal Agent model** across markets.

Dedicated service delivery excellence to accelerate set-up and enablement of Kraken based operations

- ✓ **Scalable, Multilingual workforce and capability sharing:** Flexible, multi-site operations and dedicated “tiger teams” ready to support rapid growth and dynamic scaling. Knowledge hubs and best-practices dissemination.
- ✓ **Fast & frictionless activation:** End-to-end accountability and experienced implementation teams accelerate time-to-live in new markets.
- ✓ **Change enablement & Kraken adoption:** Structured transition management, training, and advocacy to ensure seamless adoption of the Universal Agent platform.

Global oversight of Operations delivered on Kraken to ensure consistency and compliance to the ops model

- ✓ **Operational excellence:** Mature delivery capabilities ensure **quality, consistency, and performance at scale**.
- ✓ **Customer Centric execution:** Frontline talent focused on **experience, retention, and satisfaction**, translating AI transformation into measurable CX impact.
- ✓ **On the ground expertise:** Local delivery centers enable fast ramp-up, cultural alignment, and proximity to end customers.
- ✓ **Partnership mindset:** Integrated with Kraken’s platform strategy to deliver **end-to-end transformation**, not just outsourcing.



Anja Langer Jacquin, Head of Kraken Experience and Executive General Manager at Kraken *We’re incredibly excited to launch the Kraken BPO Partner Program, a new chapter in our mission to enable world-class customer experiences and accelerate the energy transition for utilities. Partners like Konecta will play a key role in helping us scale with excellence and impact.*



SOLUTION OVERVIEW

ENGIE Objectives:	Konecta Solution Overview:
Accelerate customer acquisition and increase energy contract sales.	Proven sales engine combining industry expertise, optimized customer journeys, and high-conversion engagement strategies.
Maximize conversion of customer enquiries while increasing uptake of value-added services.	Revenue-focused customer lifecycle management that transforms leads into contracts and creates additional value through targeted cross-sell and upsell programs.
Deliver exceptional customer care while seamlessly managing volume fluctuations and seasonality.	Scalable, resilient operating model with the agility to maintain service excellence during periods of rapid growth and peak demand.
Enhance operational visibility, governance, and performance management.	Robust governance framework supported by actionable insights, transparent reporting, and continuous performance optimization.
Drive efficiency and productivity through innovation and digital transformation.	Suite of proven digital and AI-enabled solutions that streamline operations, improve productivity, and accelerate business outcomes.
Create a differentiated, customer-centric experience that strengthens loyalty and satisfaction.	Hybrid human-and-AI customer experience model designed to deliver personalized interactions, deeper customer engagement, and long-term loyalty.



Mexico City offers ENGIE the ideal nearshore platform for North American customer operations—combining U.S. market proximity, proven utility-sector expertise, rapid scalability, multilingual talent, and a mature operational infrastructure that accelerates deployment while minimizing transition risk.



KONECTA MEXICO



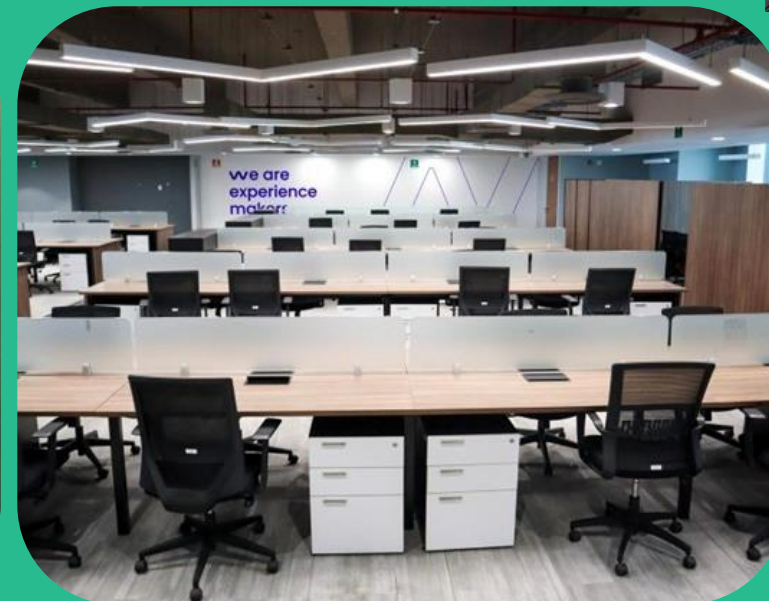
- **KonecTA operates in Mexico since 2013**
- **FOOTPRINT:** 4 sites, 3 cities, 3,800 FTE
- **RECRUITMENT CAPABILITIES:** 600 Spanish-speaking FTEs per month | 120+ Spanish/ English FTEs per month
- **EMPLOYEES:** Large pool of highly qualified IT specialists, and digitally skilled bilingual workforce. Languages: Spanish, English
- **SERVICES:** Omni-Channel Multilingual Customer Service | Technical Support | 24/7 | Serving clients across a wide range of industry sectors.
- **CERTIFICATIONS:** ISO 9001 | ISO 27001 | ISO 1825 | PCI-DSS | GREAT PLACE TO WORK CERTIFIED

- PROPOSED SITE Parque Toreo, Cdmx Vicinity, Mexico
- In Naucalpan de Juárez, NW suburban area of Mexico City.
- Centrally located inside a shopping mall with access to banking, dining, and essential services.
- Walking distance to Metro Line 2 terminal and Mexibús routes.
- 25 km from Benito Juárez International Airport
- Modern facility with a spacious layout supporting 300 seats.
- Air-conditioning, backup generator, controlled access system, and internal security cameras.
- Training rooms, cafeteria, lounge areas, dining room, and lockers.





PARQUETOREO, CDMX VICINITY, MEXICO

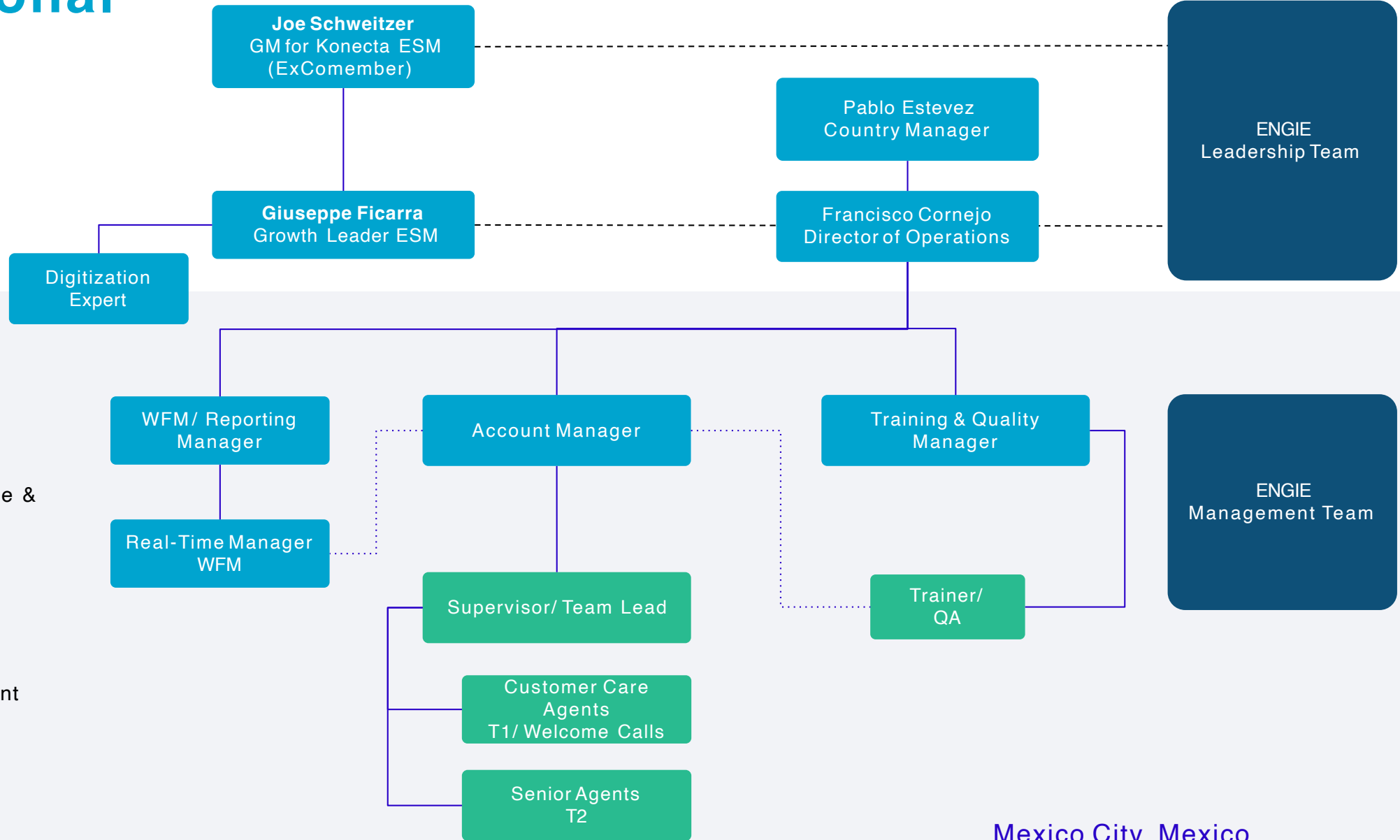


Organizational Set Up



Supporting Functions

Continuous Improvement
Corporate HR
Data Protection, Compliance & Security
Facility & Security
Finance
Forecasting & RTA
Global Digital Services Unit (GDSU)
IT Helpdesk | IT Development
Legal
PMO
Reporting & Data Analytics
Talent Acquisition
Transformation Office





KORE- Powered by COPC

KORE, which stands for **Konecta Operational Resource Excellence**, is Konecta's unified operating system. It provides a standardized framework for planning, executing, measuring, and continuously improving operations across the organization.



Client

- Account Planning & relationship management
- Contract change management
- Governance (MBR/QBR)
- Client Satisfaction Management (NPS)
- Revenue Assurance
- Service Analysis
- Service Performance
- Vendor and Key supplier Performance Management



People & HR

- Recruitment & Selection
- Compensation, Recognition & Incentives
- Frontline Staffing & Support
- Induction & Initial Training (Soft Skill & Product)
- Attrition Management
- Performance Management (Agent Development & Recognition)
- Frontline Staff Training & Management
- Continuous Training & Skills Management (Career Planning)
- Employee Satisfaction Management
- Collaboration & Team Working
- Employer Branding Strategy



Operations & Processes

- Setting Direction and Business Planning
- Target Setting
- Frontline Performance Management and Coaching
- Team Animation
- Operations Governance
- Quality Monitoring & Root Cause Analysis
- Process Re-engineering & Managing Change
- Business Continuity
- Knowledge & Content Management
- Project Implementation
- Top Call Drivers
- Compliance & Data Integrity



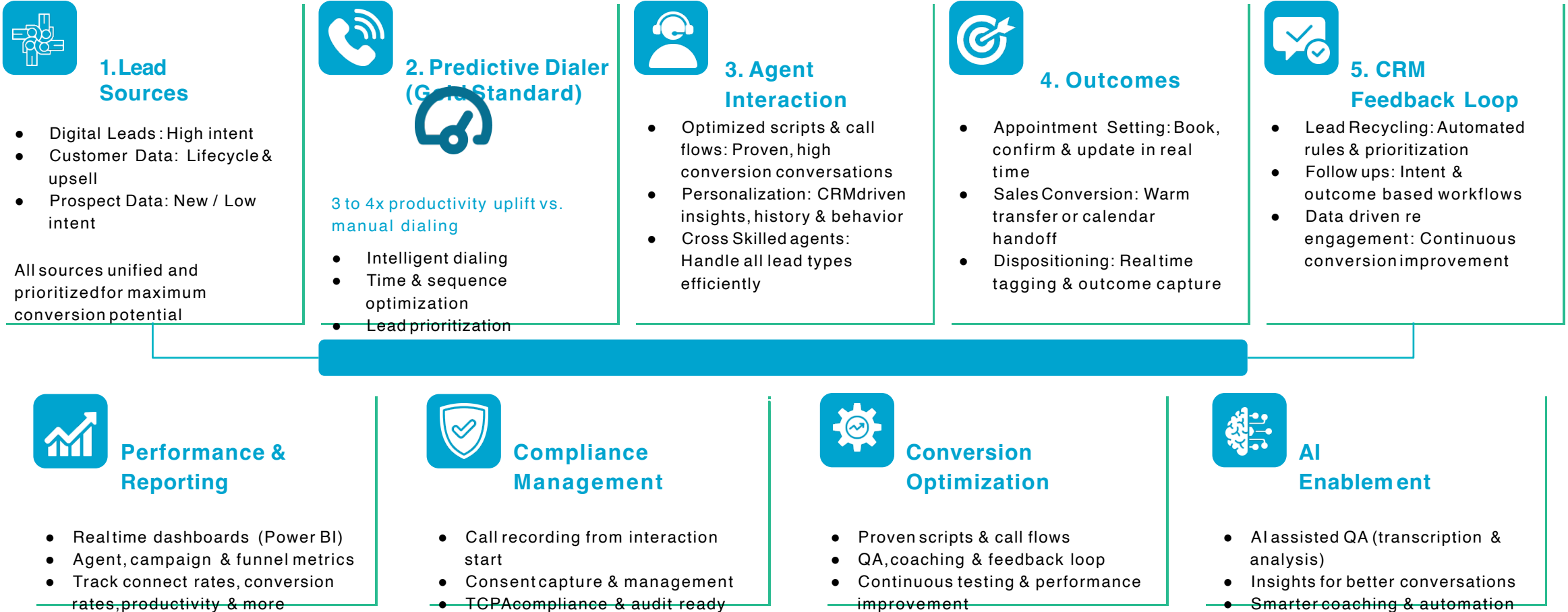
Staffing & WFM

- Forecasting
- Capacity Planning
- Staffing / Scheduling
- Real-time adherence
- Time Keeping and Absence Management
- Dynamic Staffing Adjustment
- Dynamic Seasonal/ Peak Management



Outbound Sales Capabilities

Data driven outbound engine designed to maximize connect, conversion and productivity



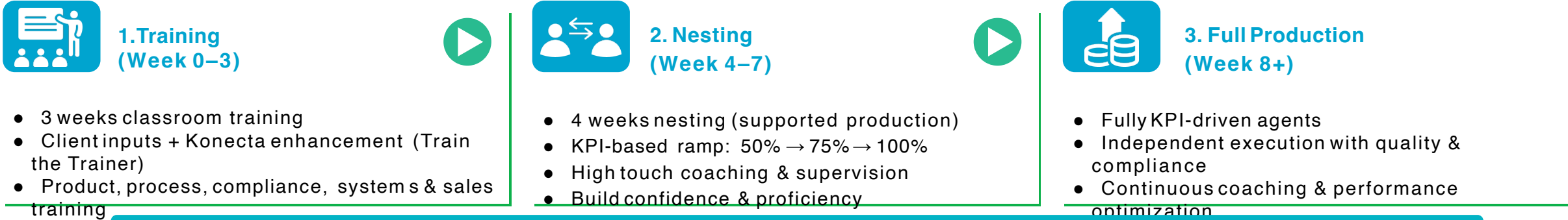
Our outbound sales framework combines people, process, technology and data to drive higher connect rates, improve



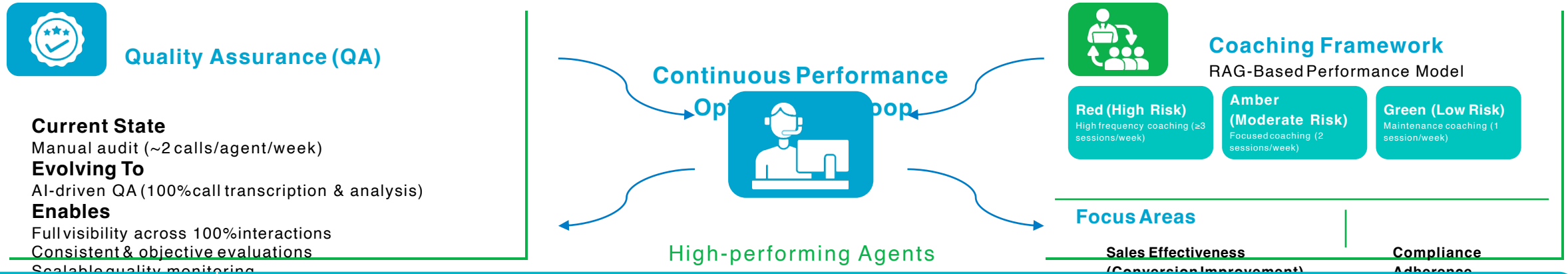
Call Handling & Workforce Model

Building high performing agents through structured training, AI powered QA and data driven coaching

Agent Journey: Speed to Competency (6 Weeks)



KPI-Based Competency | Gradual ramp to 100% performance targets



Our Workforce



Speed to Competency

- Structured ramp up model
- KPI driven progression



AI-Enabled Quality

- 100% call transcription & analysis
- Data led insights



Performance-Driven Coaching

- RAG based coaching intensity
- Targeted interventions



DIGITAL TOOLS PORTFOLIO

Konecta Digital Tools

A Proposal for Engie — Powering Human-Centric AI Transformation

AI INTEGRATED TOOLS

AI-NATIVE PLATFORM

FRESHDESKCOMPATIBLE

AI COVERAGE

100%

UPTIMESLA

99.9%

PRODUCTIVITY

+30–35%



engie

kovecta



EXECUTIVEIMPACT SUMMARY

Transforming Engie'sContact Center

Konecra's integrated digital toolset delivers measurable results from day one.



30–35%

PRODUCTIVITY GAIN



20-30%

FIRST CONTACT RESOLUTION



25-30%

HANDLE TIME IMPROVEMENT



30-50%

TICKET DEFLECTION RATE



Full Compatibility Guaranteed: All tools are fully compatible with Engie's security frameworks, IT governance standards, and existing Freshdesk/Freshworks infrastructure.

ISO 27001

FRESHDESK

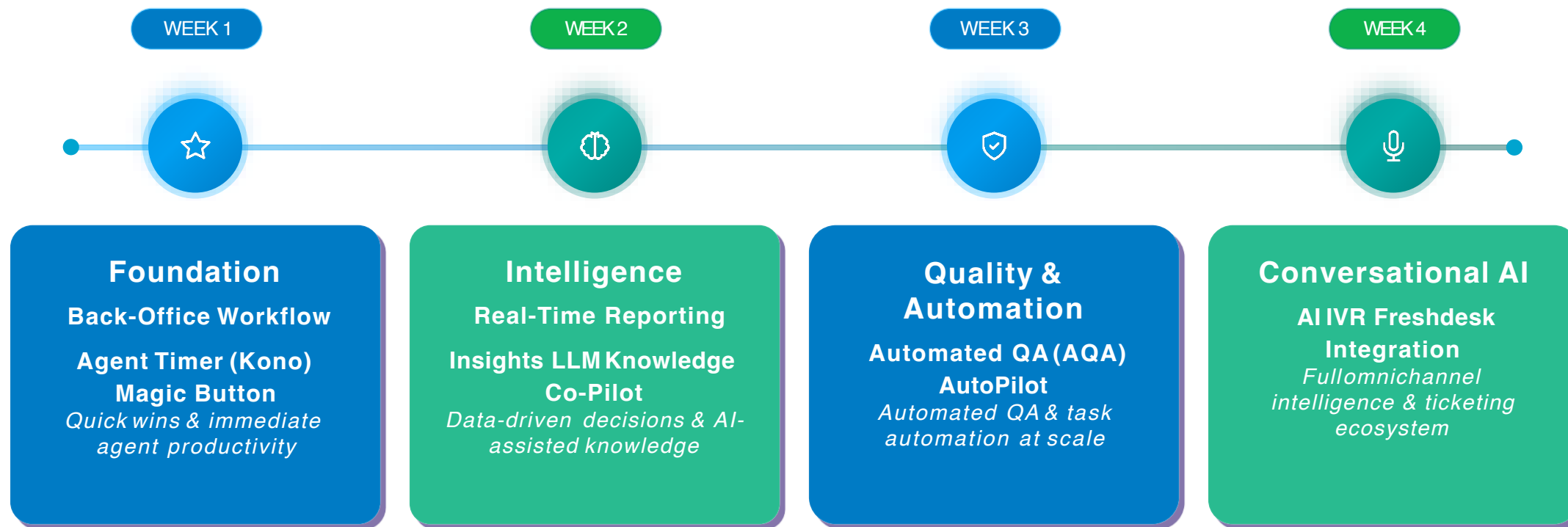
REST API





A Structured Path to AI-Enabled Excellence

Phased rollout aligned to EngieMexico's operational priorities.





DIGITAL TOOL — BACK OFFICE

Back-Office Workflow Tool

Structured task management that eliminates manual effort and speeds resolution.



Task Orchestration

Automates routing of back-office tasks to the right team at the right time —reducing manual handoffs and priority errors.



SLA Tracking

Real-time visibility into deadlines and escalation triggers — ensuring every case is resolved within agreed service levels.



System Integration

Connects natively to Freshdesk, CRMs, and Engie's core platforms — a unified workflow layer with no data silos.



Productivity Analytics

Track throughput, backlogs, and team performance in real time — giving supervisors the data to act, not just report.



32% faster

case resolution — Teams using the Back-Office Workflow Tool report this measurable improvement from day one.



Kono + Magic Button — Agent Empowerment at the Desktop

Structured task management that eliminates manual effort and speeds resolution.



Agent Visual Timer KONO



- Visual countdown for **AHTmanagement** during live interactions
- **Color-coded urgency signals**
 - Green
 - Amber
 - Redto coach agent pace
- Reduces average handle time by **up to 18%**
- **Non-intrusive overlay** — compatible with any desktop setup

 Real-time AHT coaching — zero supervisor intervention needed



One-Click Workflow Trigger MAGIC BUTTON



 Transfer  Escalate  Create Ticket + more

- **One-click action** to trigger predefined workflows — transfer, escalate, create ticket
- Eliminates **multi-step navigation** during high-pressure interactions
- Fully **configurable** per process, queue, and agent role
- Reduces **wrap-up time** and errors caused by manual navigation

 Process-aware routing — zero UI clicks wasted on routine task initiation

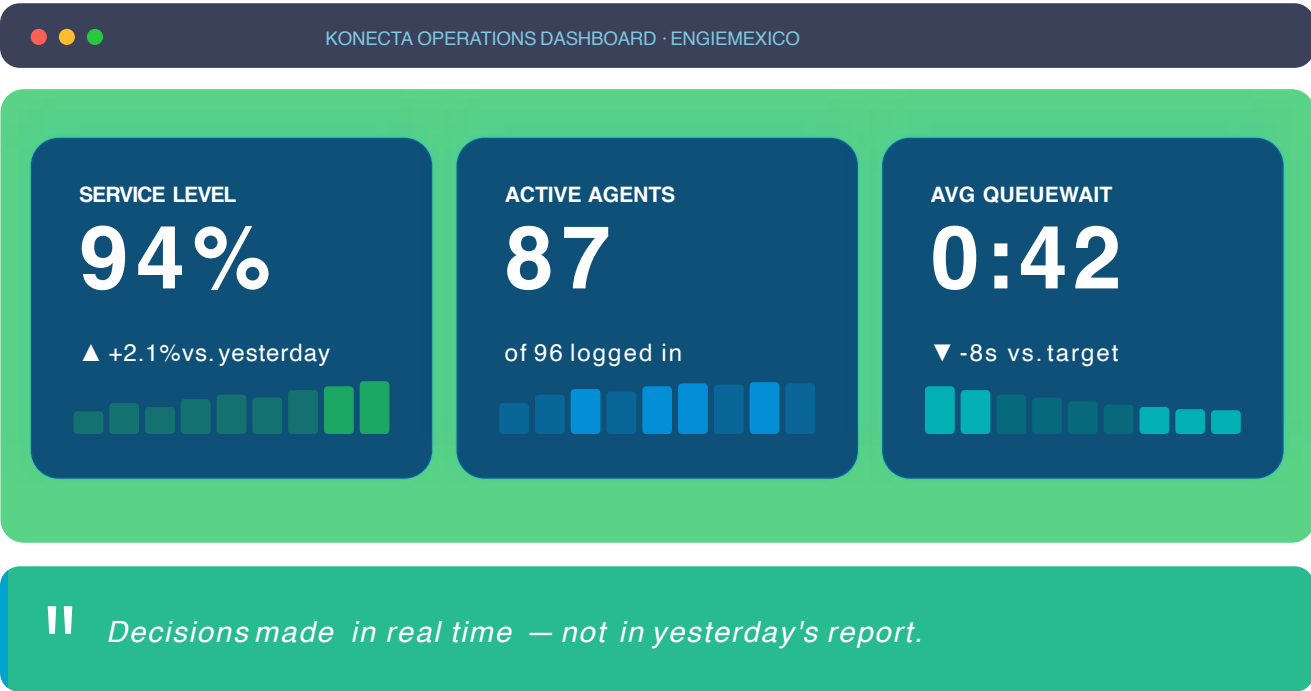


Together, **Kono+ Magic Button** deliver a frictionless agent desktop — cutting AHT by **up to 18%** and eliminating workflow navigation overhead in **one click**.



Real-Time Reporting

Live operational intelligence — see everything, act instantly.



FEATURE HIGHLIGHTS

Live Supervisor View
Monitor queues, agents, and SLAs from a single screen with zero latency. Full-picture command of your contact center, always.

Smart Alerts
Configurable thresholds trigger instant alerts via dashboard, SMS, or email. Never miss a threshold breach again.

Custom Dashboards
Role-specific views for agents, supervisors, and Engie operations leadership — everyone sees exactly what matters to them.

0ms

DASHBOARD LATENCY

100%

INTERACTION COVERAGE

3 Roles

DASHBOARD VIEWS



Konecta Insights

Large Language Model analytics that turn every interaction into strategic intelligence.



NEURAL INTELLIGENCE

Powered by Large Language Models

NLP
ENGINE

AI
SCORING

RT
ANALYSIS



Automatic interaction summarization

No manual call notes — every conversation captured, structured, and stored instantly



Intent detection and topic clustering

Understand exactly why customers contact you — at scale, in real time



Sentiment trend analysis across 100% of interactions

No sampling bias — full picture of customer emotion across every channel and queue



Anomaly detection

Surface emerging issues and complaint spikes before they escalate into operational crises



Fully on-premise or private cloud deployable

Aligned to Engie's data sovereignty requirements — your data never leaves agreed boundaries



Konecta Insights analyzes **100% of interactions** vs. traditional 2–5% sampling — delivering complete intelligence, not statistical guesswork.

COVERAGE UPLIFT
20–50x
more interactions
reviewed



Knowledge Management Co-Pilot

AI-assisted knowledge that surfaces the right answer at the right moment.



Contextual Article Suggestions

Co-Pilot reads the live interaction and surfaces relevant KB articles in real time — no manual searching required.

» REAL-TIME SURFACE



Guided Response Drafting

Suggests compliant, on-brand response language for agents to approve and send — reducing errors and maintaining Engie's voice.

» ON-BRAND COMPLIANCE



Continuous Knowledge Updates

Gaps identified automatically and flagged to knowledge owners for review — keeping the knowledge base accurate and current.

» AUTO GAP DETECTION



Agent Onboarding Accelerator

New agents reach full proficiency **40% faster** with Co-Pilot assistance — reducing ramp time and training overhead significantly.

» 40% FASTER RAMP



Automated Quality Assurance (AQA)

Move from sampled, manual QA to 100% automated interaction scoring.

 **Traditional QA**

2-5% Coverage

- ✗ 2-5% of calls manually reviewed
- ✗ Weeks-long feedback cycles to agents
- ✗ Inconsistent scoring between evaluators
- ✗ **Reactive** — issues found after damage is done

INTERACTION COVERAGE



Only ~5% of interactions scored

VS

 **With Konecta AQA**

100% Coverage

- ✓ 100% of interactions scored automatically
- ✓ Real-time feedback delivered directly to agents
- ✓ Objective, model-driven scoring criteria
- ✓ **Proactive** — alerts triggered during live interactions

INTERACTION COVERAGE



100% of interactions scored



AQA reduces quality management cost by up to **60%** while **tripling** coverage





AutoPilot

End-to-end task automation that works while your agents focus on complex customer needs.



 AutoPilot — Intelligent automation that scales without scaling headcount.



Conversational AI IVR

Natural language voice automation that customers actually want to use.



55–70%

SELF-SERVICE CONTAINMENT



Natural Language Understanding

Customers speak naturally —no menu trees, no frustration, no "press 1 for..."



Spanish & English Bilingual Support

Natively tuned for the Mexico market —seamless language detection, no switching required



Dynamic Intent-Based Call Routing

Reduces misroutes —callers reach the right team, first time



24/7 Self-Service Availability

Handle demand peaks and after-hours contacts without increasing agent headcount



Seamless Human Handoff

Full interaction context —intent, history, sentiment —transferred to the agent on escalation



Voice Biometrics Ready

Authenticate callers securely by voice —eliminate PINs, reduce fraud exposure, speed up validation



Self-service containment rates of 55–70% achievable in energy sector deployments —reducing live agent load from day one.



Built for Engie's IT Environment

Native integration with your existing platforms — zero disruption, full compliance.



Freshdesk/ Freshworks Native Connector

- Bi-directional ticket sync across all channels
- Agent unified desktop — one screen, all context
- Automated ticket creation from any interaction type
- REST API & webhook-based real-time data exchange



Enterprise Security Standards

- ISO 27001 certified infrastructure
- GDPR-compliant data handling & processing
- SSO/ SAML2.0 single sign-on support
- Role-based access controls (RBAC)



Flexible Deployment

- Cloud-native, hybrid, or fully on-premise
- Aligned to Engie IT governance policies
- Containerized architecture for scalability
- 99.9% uptime SLA across all deployment models



Data Sovereignty

- All data processed within agreed geographic boundaries
- AES-256 encryption at rest and in transit
- Full audit trail & data lineage logging
- Right-to-erasure and data portability compliant

CERTIFIED & COMPLIANT

ISO 27001

SOC 2 Type II

GDPR

SAML2.0

REST API

SSO Ready

RBAC

✓ Engie IT Validated



Let's Build the Future of Engie Mexico's Contact Center — Together.

Konecra is ready to demonstrate each digital tool in a live proof-of-concept environment tailored to Engie's workflows and volumes.



01

Schedule a Live Demo

See all AI tools in action within your own environment — configured to Engie Mexico's real processes and interaction volumes.



02

Pilot Proposal

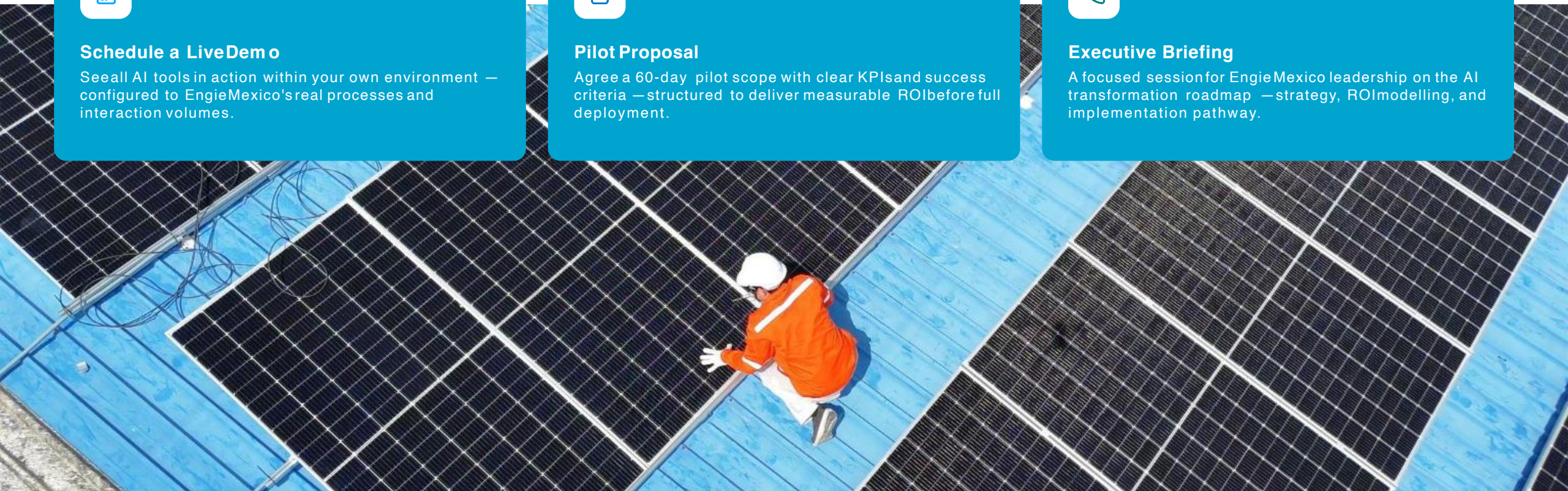
Agree a 60-day pilot scope with clear KPIs and success criteria — structured to deliver measurable ROI before full deployment.



03

Executive Briefing

A focused session for Engie Mexico leadership on the AI transformation roadmap — strategy, ROI modelling, and implementation pathway.



People + Technology + Intelligence = Exceptional Customer Experience



OUR APPROACH

Business Transition and Onboarding Approach

Pre-Onboarding Preparation

Establish a strong foundation for knowledge transfer and operational readiness.

- Client Kick-Off Meeting
- Process Mapping
- Technology Assessment
- Compliance & Security Review

Pilot Launch

Begin operations on a small scale to validate readiness.

- Soft Launch
- Performance Monitoring
- Feedback Loop

Continuous Improvement

Optimize operations through data-driven insights and innovation

- Performance Reviews
- Process Optimization
- Customer Feedback Integration
- Innovation Initiatives

STEP II

STEP IV

STEP I

STEP III

ONGOING

Our specialized team will visit your facilities for an intensive SME engagement, diving deep into your processes to understand them in detail and analyze hidden opportunities, with a sharp focus on analyzing workflows and pinpointing pain points.

Knowledge Transfer & Training

Absorb operational knowledge to mirror and support existing processes

- SME Sessions
- Documentation Development
- Technology Training
- Tailored Training

Full Operational Launch

Scale operations to full capacity with continuous quality checks

- Gradual Scaling
- Quality Assurance
- Real-Time Reporting

Business Transformation

Drive transformative change with strategic, data-informed innovation

- New services
- Technology-driven value creation
- Further elevation of quality and performance
- New partnering frameworks
- Cross-Vendor Partnerships

Q&A



thank you

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Appendix



CLIENTS TESTIMONIALS/REFERENCES

“

Konecta have been a partner of Octopus Energy since early 2023, and have supported us as we have grown our customer base since then.

Since then, Konecta have built their expertise in using Kraken and working in our operating model. They now look after a portion of the Octopus customer base end-to-end in our teams-based model. We've highly valued Konecta partnership over the years and found them responsive, flexible and supportive.

”



Joe Richardson,
Operations Director
Octopus Energy



“

I am pleased to provide this letter of reference for Konecta, our partner on BPO Operations, who has played an important role in supporting our operational transformation. **Their team has demonstrated exceptional capabilities in building and executing a new operational model based on Kraken Technologies.**

Konecta has been a trusted partner of Plenitude France for many years, consistently supporting us in managing our customer base with professionalism and dedication.

In September 2024, following a dedicated tender process, Konecta successfully expanded its expertise by adopting the Kraken Universal Agent model for Plenitude France. **Their seamless integration of this new methodology, leveraging their existing capabilities, has ensured a smooth transition to our new operating model.**

Today, Konecta manages a significant part of our customer base in France through the Kraken model, demonstrating remarkable adaptability and efficiency. Their ability to apply best practices, upskill teams at a new site, and optimize operations has been instrumental in strengthening our customer experience.

”



Anna Lisa Amabile,
Head of Operations
Eni Plenitude France



PARQUETOREO, CDMX VICINITY, MEXICO

The site is located in **Naucalpan de Juárez**, a city in the State of Mexico that forms part of the northwestern **suburban area of Mexico City**. The site features **modern infrastructure** with a spacious layout and a total capacity of 300 seats. It includes air conditioning, a backup electric generator and controlled access supported by an internal access control system. Security is reinforced through internal security cameras and established internal security protocols. The facility offers **multiple functional areas**, including training rooms, a cafeteria, lounge areas within a dining room, and lockers.

The building is **centrally located** within a shopping mall, giving employees convenient access to banking, dining, and essential services, and is within proximity to numerous schools and universities. The site is within **walking distance** of the Metro terminal (Line 2) and Mexibús routes, with direct access to a major highway and nearby exclusive, covered pick-up/drop-off zones for ride shares. The **distance to Benito Juárez International Airport** is approximately 25 km, with an estimated driving time of 40–70 minutes, depending on traffic conditions.

RECRUITMENT CAPABILITIES: 600 Spanish-speaking FTEs per month | 120+ Spanish/English FTEs per month

EMPLOYEES: Large pool of highly qualified IT specialists, and digitally skilled bilingual workforce. Languages: Spanish, English

SERVICES: Omni-Channel Multilingual Customer Service | Technical Support | 24/7 | Serving clients across a wide range of industry sectors.

CERTIFICATIONS: ISO 9001 | ISO 27001 | ISO 1825 | PCI-DSS | GREAT PLACE TO WORK CERTIFIED

A strong Service Delivery Excellence function aligned with Konecta business priorities

Global Service Delivery Excellence supporting Konecta's transformation

OPERATIONAL EXCELLENCE

Clear Roles & Accountability

- Defined responsibilities across Ops & Support
- Standard ratios for support functions across regions
- Aligned goals under one vision & mission

Strong Governance & Structure

- Internal/external meetings with consistent cadence & format
- Clear escalation paths to manage risks & issues
- Shared performance targets: individual & collective

Compliance & Consistency

- Global IT, data, and compliance standards enforced
- Governance models embedded across delivery centers
- Alignment on delivery models & client expectations

PROCESS OPTIMIZATION

Standardized Global Model

- One Global Operational Model built on COPC principles
- Unified practices for service delivery across sites
- Scalability built into operational design

Tools & Reporting Alignment

- Standard toolsets and platforms across all functions
- Centralized dashboards & reporting formats
- Real-time visibility into performance & metrics

Performance-Driven Reviews

- Data-driven operations reviews across functions
- Benchmarking against internal and external standards
- Feedback loops built into operations lifecycle

CROSS-CULTURAL COLLABORATION

Unified Strategy & Goals

- Common objectives across all global teams
- Shared delivery vision for consistent client experience
- Cross-region alignment in execution

Transparent Communication

- Clear and open communication channels
- Proactive updates and visibility into decisions
- Accountability driven by transparency

Culture of Sharing & Inclusion

- Best practice sharing embedded in operations
- Cross-site knowledge exchange initiatives
- Inclusive planning and recognition of diverse teams