

Ferreycorp

jun-20



Emerging risks

Innovation / New Technologies - Transversal action plans



We *anticipate the needs of our clients, transform our businesses and incorporate new technologies to optimize their experience* and the value of their operations, making them safer, more profitable and more efficient.

Subject	Function
Information Technology	Installation and improvement of IT platform
	IT operations and services to the user
	Implementation and improvement of IT applications
	Information security
Innovation	Solutions and projects with businesses:
	•Business process management
	•Information management
	•Management of innovation projects and digital transformation
	Development of innovation capabilities and digital transformation

Solutions:
SAP
+
Other initiatives

Innovation / New Technologies

Transversal action plans

Objectives: To strengthen the culture and talent and management skills of innovation projects

Leadership: developing mindset leaders in customer-centric digital transformation

- Development plan
- Development execution (Brainfoods, Academy, Field Trips, Start-Up thinking)
- Performance Management in Innovation Projects

Talent: aligning the leadership of middle management in customer-centric digital transformation.

- Toolkit deployment campaign
- Internal Communication (Innovation Mode): Ferreycorp World, Magazine and Innovation Portal
- Innovation Contest

Innovation agents 2.0 To maximize the knowledge and decentralization of innovation in Ferreycorp through the agents..

- Call for agents (includes product owners)
- Training in the use of the Toolkit (Agility, CX/UX, Business Project Mgt)
- 4 InnovActs
- Innovation Summit.
- Performance management in your role

Hackathon Ferreycorp

3 initiatives

Encourage clients to plan more strictly

The customer enters a system with the information that Ferreycorp has from TRCs that allows them to choose the dates on which they will carry out their repairs. Based on these, Ferreycorp informs them how long it will take. Customers who plan ahead will receive benefits.

Complete end to end management service to the client, ensuring staff safety and cost reduction

Provide more detailed levels of analysis, identifying areas and people who deviate from consumption patterns, due to excess (generates cost overruns) or defect (safety and quality risk). The causes and corresponding solutions are identified. As a result, the level of customer satisfaction increases, as does the wallet share and market share. Ferreyros already has the experience, customers and brands to start, so it is established as a pilot.

Automatic calculator of profitability in the first instance of the machinery entrepreneur

Focused on entrepreneurial clients with 1 or 2 machines (approximately 5 thousand). Requires client to provide project and own data. Then he is contacted by a team member. It can be presented in a software or app, accessible to all customers. It provides the customer with visibility. Requires a financial model in the cloud and a pilot in Arequipa with previously determined customers.



Innovation / New Technologies

Transversal action plans



Innovact Product Support (Oct19)



Ideation workshop with MSH (Oct19)



Innovation talk with Roche company (Oct19)



Ferreyros Commercial Management Ideation Workshop (Oct19)



36 Workshops / 738 participants
6 Innovation talks / 123 participants



Open Innovation Talk

Innovation / New Technologies

Transversal action plans

Objectives:
To strengthen the culture and talent and management skills of innovation projects



Agility

- Partners hired for the role of Agile Coach
- Training and accompaniment to the prioritized agile tables
- Capacity building and scaling. Internal Agile Coach Team



Data

- Implementation of advanced data management capabilities: Governance, Quality and Architecture
- Training and accompaniment to the prioritized agile tables
- Capacity building and scaling. Internal Data Expert team



Cx/Ux design

- Partners contracted for the application of UX/CX methodologies in the development of products and services
- Training and accompaniment to the prioritized agile tables
- Capacity building and scaling. Ferreycorp's in-house UX/CX specialist team



Emerging technologies

- Definition of the technology assessment plan
- Define architecture of emerging technologies and use cases to facilitate prioritized projects
- Incorporating emerging technologies into projects approved by the EP Committee

Extended platform

- Provide the extended platform for the development of the prioritized initiatives
- Extend the extended platform aligned to the initiatives to be developed



Open Innovation

Open Innovation

- 5 Networking events with Start-Ups
- Visibility of agreements with Start Ups, accelerators, laboratories and partners in emerging technologies

Corporate Venture

- Approval of 2020 Implementation Plan: Organization, budget, level of relationship with institutions
- Deployment

Innovation / New Technologies

Customer-centric transformation projects

Digital customer experience



Facilitate the interaction of customers with Ferreycorp companies.

- 1. Ferreyros**
Digital Portal - Unique customer platform offering the main digital solutions from Ferreyros and CAT
- 2. Fargoline y Forbis**
Digital customer self-service platform: order tracking, self-service and documents.

E-commerce



Increase sales in certain lines and facilitating the shopping experience for our customers

- 1. Ferreyros, Unimaq, Orvisa, Genprac, Cogesa**
CAT PCC: e-commerce of CAT spare parts
- 2. Ferreyros**
CAT IP: Direct purchase of spare parts through the integration of client ERPs and FSA
- 3. Motored, Soltrak, Cresko**
Ferreycorp e-commerce platform

Productivity: Optimize equipment productivity by taking advantage of digital solutions



- 1. Ferreyros, Unimaq, Orvisa, Genprac, Cogesa**
Maximize CAT equipment connectivity
- 2. Ferreyros, Unimaq, Orvisa**
Maximize the availability and reliability of CAT equipment through connectivity and information management
- 3,4. Ferreyros**
 - Differentiated solution proposals based on profitability and productivity of CAT equipment
 - Improve the management of agricultural tractors through connectivity and information management
- 5. Motored**
Maximize truck productivity by through connectivity and information management

New products and digital services



To satisfy the needs of our clients through new products and services based on digitalization..

- 1. Ferreycorp**
Operator Marketplace Operapp
- 2. Sitech**
Mining productivity solutions platform based on multi-brand equipment connectivity and information management
- 3. Sharing economy of capital godos**
Research of the business in the world and its feasibility in Peru

Supply chain



Delivering products and services to customers at the required time and at the lowest possible cost

- 1. Ferreyros, Unimaq, Orvisa, Motored**
Integrated planning and inventory replenishment
- 2,3,4. Ferreyros**
 - Order traceability from purchase order to customer delivery
 - Predictability of spare parts needs to optimize purchases and delivery times
 - Optimization of warehouse management processes



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