

Grupo **Nuveto**

Turning
Technology into
Human
Experiences.



www.nuveto.com.br

Grupo Nuveto

Who we are

A technology company founded in 2017 with a focus on innovative solutions to transform the customer experience and optimize the relationship between people and companies.

Our Mission

Revolutionizing customer service by combining cutting-edge technology, such as artificial intelligence (AI) and omnichannel platforms, with modern Customer Experience (CX) methodologies.

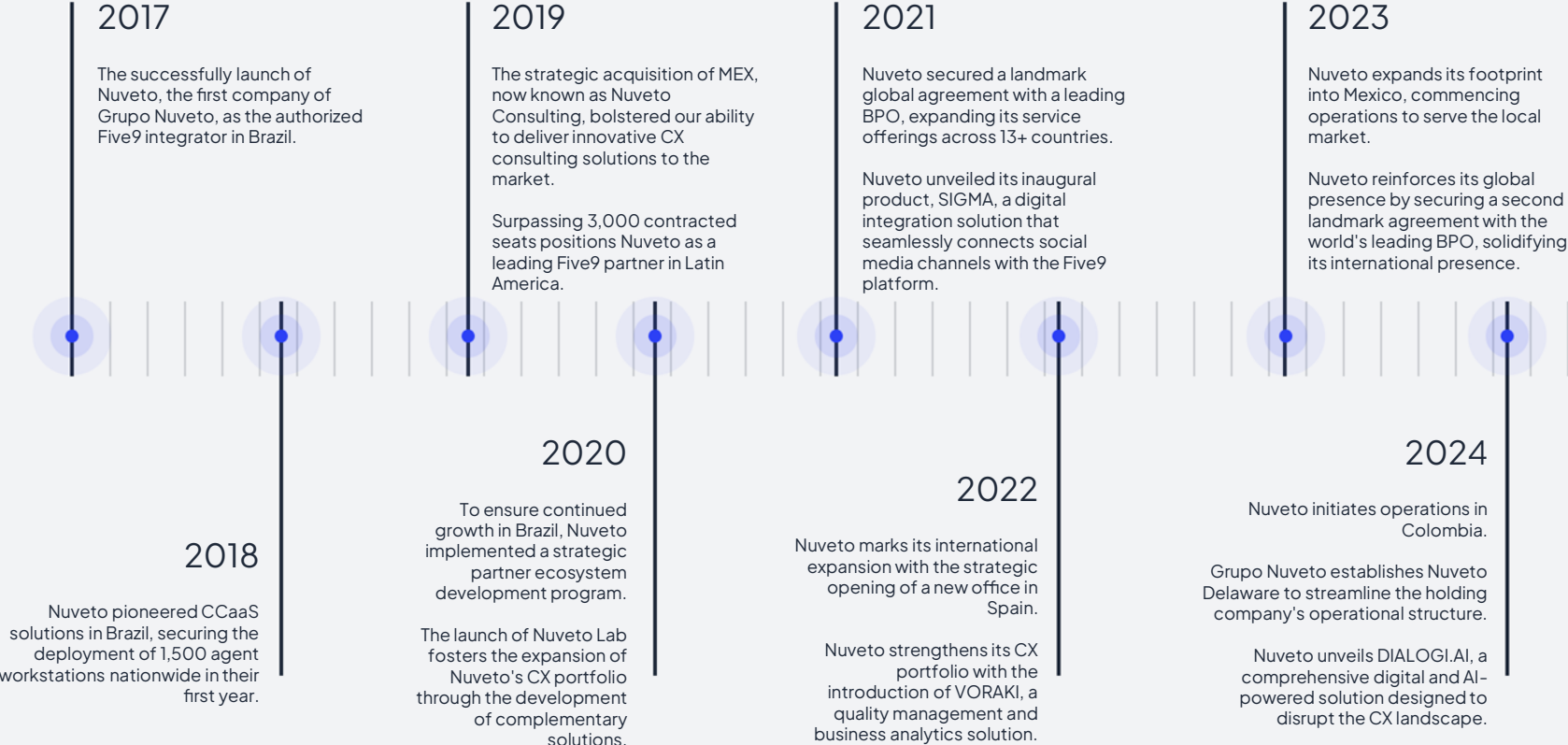
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Corporate | Timeline

Source: Company





Five9 Best LATAM Partner



Nuveto has been chosen as LATAM Partner of the Year by Five9 for the fifth consecutive year.

The award reflects the performance of Nuveto, which has been a partner of Five9 for more than five years, initially as a representative and more recently as the exclusive distributor in Brazil

Best Cloud Contact Center Company 2021 Acquisition International

The award reflects the company's performance over the last year and reinforces its expansion strategy in other countries. The Global Excellence Awards is an annual program in which the magazine carries out a thorough process of investigation, analysis, pre-selection and selection of the companies that will take part.

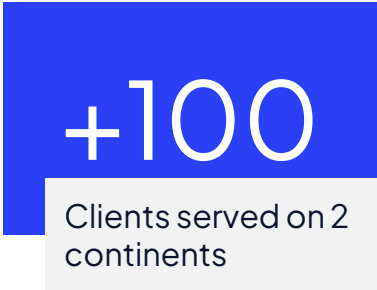
Acquisition International (AI) is a monthly publication, part of the AI Global Media Ltd group, a B2B publisher based in the UK.



Our Numbers



Our Numbers



Our pillars



Focus on Results

We develop customized strategies to boost customer retention, increase sales conversion and reduce service costs.



Customer Centric Culture

We help companies build a customer-centric culture to achieve a sustainable, results-oriented CX strategy.



Global presence

With clients on two continents and partners all over the world, we bring the best CX experience to companies in different sectors.



Commitment

Connecting people, companies and service experiences in an innovative, efficient and humanized way.

Our Solutions



Experience and Expertise

Our team has over 30 years of experience in the Contact Center market and Customer Experience (CX) solutions. We understand the challenges of the market and develop customized solutions to meet the specific needs of each client.



Focus on Innovation

We constantly invest in research and development to offer the most innovative solutions on the market. Nuveto Labs is our center of excellence in software development, where we create proprietary solutions to fill gaps in the market and offer even more value to our customers.



Strategic Partnerships

We believe in the power of partnerships to offer the best solutions to our clients. We are partners with Five9, the world leader in cloud contact center solutions, and other companies that complement our portfolio of products and services.



Dedicated support and follow-up

Our clients have a team of experts dedicated to offering technical and advisory support at every stage of the journey. Our goal is to ensure our clients' success and help them get the most out of our solutions.



Who are we?

Nuveto is a customer experience consultancy from the Nuveto Group, founded in 2017. It provides technological solutions in a personalized and consultative way, guaranteeing a good experience for customers and employees. With a team of highly trained consultants, Nuveto generates valuable insights, connecting knowledge to advanced technologies that promote effective business strategies.

Design & Journey analytics

Map, analyze and understand the customer journey, including design and humanized service based on the brand's business objectives, identity and values

Rta insights & VoC

It transforms data into information that facilitates decision-making, aims to improve customer satisfaction and increase operational efficiency.

Management & RPA

Efficient management for workforce optimization and process automation

Fast Learning & Gamification

Uses a complete platform for engaging, communicating and developing service teams

Transform the Customer Experience and Boost Your Results



Increased Customer Retention

Build customer loyalty and reduce churn with excellent customer service. Satisfied customers stay longer and buy more.



Increased Sales Conversion

Convert more leads with an optimized sales process and consultative service. Use IAV to replicate best practices in your team.



Improving Operational Efficiency

Optimize service, eliminate bottlenecks and improve communication with our integrated solutions, allowing you to focus on excellent service.



Reducing Service Costs

Automate tasks and reduce TMA with our solutions, making service more efficient and cutting costs.

Strengthening the Customer Centric Culture

Create a customer-centric culture where everyone strives to offer an exceptional experience, strengthening the brand and building customer loyalty.

Our Solutions



Complete solution for customer service, creation of an intelligent chatbot (generative AI), multichannel integrations, dashboard and personalization of the service journey, in a quick and simplified way



Our complete solution for managing the customer journey, with features such as intelligent chatbots, sending and receiving media, multilingual support, personalization of responses and integration with CRM systems.



Platform for monitoring and improving the quality of customer service, with an intelligent dashboard, voice-to-text transcription, screen recording and gamification features to increase team engagement.

Executive team

Nuveto has qualified executives in each country where it operates, bringing expertise in business, sales and service delivery, laying the foundations for building a global group.



Marcos Moraes

Global CEO
Country Manager Spain

CEO and founder of Pines, a holding company that invests in companies that offer innovative and disruptive solutions to the market, Marcos Moraes has 27 years' experience in sales and management. He has held positions such as Global Sales Director, RSVP LATAM, and business development at Lucent Technologies, Avaya, Nice Systems and Cellebrite.



Luís Palermo

Country Manager Brazil

With more than 30 years' experience in the IT and contact center market, he has a solid career in sales, holding executive positions in multinational companies. He has a degree in Mechanical Engineering, a postgraduate degree in Marketing, an MBA from the Dom Cabral Foundation and international extension studies at Kellogg University in Chicago.



Jose Ovalle

Country Manager Colômbia

With a Master's degree in Marketing and 13 years of extensive experience, he has honed his expertise in designing, executing, managing and evaluating customer experience strategies. She has developed skills in communication, relationship and stakeholder management, driving digital and customer-centric transformations.



Adrian Gonzalez

Country Manager México

Adrian Gonzalez is a Commercial Director with over 20 years' experience in sales and business development. He holds an MBA in Global Business and is a candidate for a Master's degree in Digital Marketing and E-Commerce. Adrian is fluent in English and Spanish, with intermediate knowledge of Portuguese, and has certifications in SAP, Avaya, SPIN sales methodology and Six Sigma Green Belt.

Global Management Team



Dirceu Torres

Head of Human Resources

With 30 years' experience in leadership and sales in Brazil and LATAM, Dirceu Torres has worked for multinationals such as Nokia, Avaya, Lucent, AT&T and Phillips. He has a degree in Engineering, a post-graduate degree in Telecommunications Management and an MBA from the University of Toronto.



Ricardo Oliveira

Head of Services

With more than 15 years of advanced experience in IT Projects and Architecture, he has honed his skills in Data Center Management, Disaster Recovery, Capacity Planning, Obsolescence and GDPR. He holds a master's degree in Digital Transformation, with a postgraduate degree in Information Security in São Paulo, Brazil, and a master's degree in Big Data Management and Analysis in Barcelona.



Gabriella D'Emilio

Global Head of Marketing

With more than 10 years' experience in marketing and product management, she specializes in translating business needs into successful projects. Her expertise includes product launches, portfolio management and improving the customer journey, always with a focus on profitability, loyalty and retention. She has a degree in Advertising and an MBA in Service Management.



George Arruda

Operations Director

With 28 years' experience in the SaaS, IT and Telecommunications markets, George has held management positions in Sales, Business Operations, Services, Customer Success and Project Management. He is currently Senior Business Development Manager at Media Stream SpA (7.4 years) and was Senior Sales Operations Manager at Avaya. He has a degree in Advertising and an MBA in Service Management



Luiz Fraga

Head of Finance

With more than 7 years of experience in Corporate Finance, Luiz Fraga has a strong background in Mergers & Acquisitions (M&A) and business restructuring, where he was responsible for various tasks and interactions with clients, investors and partners. He holds a postgraduate degree in Corporate Finance from FIA Business School.



Murillo Melo

Head of Nuveto Solutions

Professional Services Consultant with experience in the telecommunications and technology industries. Specialist in Entrepreneurship, Innovation Management, Data Science, Marketing and Creativity. He has a strong background in business management and innovation, with an MBA focused on Business Management and Innovation.



Vitor Carvalho

Head of Nuveto Consulting

With more than 15 years of experience in the IT and Contact Center market, Vitor Carvalho worked as an account manager at Avaya Brazil, serving some of the company's main strategic clients. Before that, he worked for 10 years on technical projects related to Contact Center and Corporate Communications.

Technological Partnerships



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