

*InforMaker*®



**IT Services**

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# Introduction - Overview

**Established in** 1988

**Headquarter:** Rio de Janeiro – **Branches:** São Paulo & Lisbon (Portugal)

**Vision:** To be one of the most important and respectful IT Companies in the market by its competency, partnership and values

## **Mission:**

- ✓ To Provide IT products and services with prices, times and quality required by the most significant companies in the market
- ✓ and Provide quality Training solutions designed to meet the needs of knowledge and productivity of people and businesses, contributing to their careers and business success

## **Values:**

- ✓ Preserve partnership and confidence in relationship with Customers and Employees, with emphasis in raising highest level of integrity, seriousness and professionalism in the service's execution
- ✓ Operate with a passion to increase its competitiveness by the quality excellence and productivity
- ✓ Listen constantly the customers and act as one organization worldwide to design, develop and deliver IT products and services to meet their needs
- ✓ Promote respect for individuals, open communications and the highest level of integrity throughout our organization
- ✓ Adopt reinvestment's politics to permit its continuous growth, not aiming at immediate profits, but the maintenance of the Customers, and the gain sustained new Customers
- ✓ Keep formal programs and politics of performance evaluation, participation in the company's results, commissions, etc to achieve administrative and financial goals



# Services, Partners & Clients

## Services

- ✓ Software Development/Maintenance and Software Factory
- ✓ Professional Services and Outsourcing
- ✓ Training – Technical and End User
- ✓ Recruitment & Selection / Hunting IT Professionals

## Partnerships & Certifications



**Microsoft Partner**  
 Silver Application Development  
 Silver Application Integration  
 Silver Datacenter

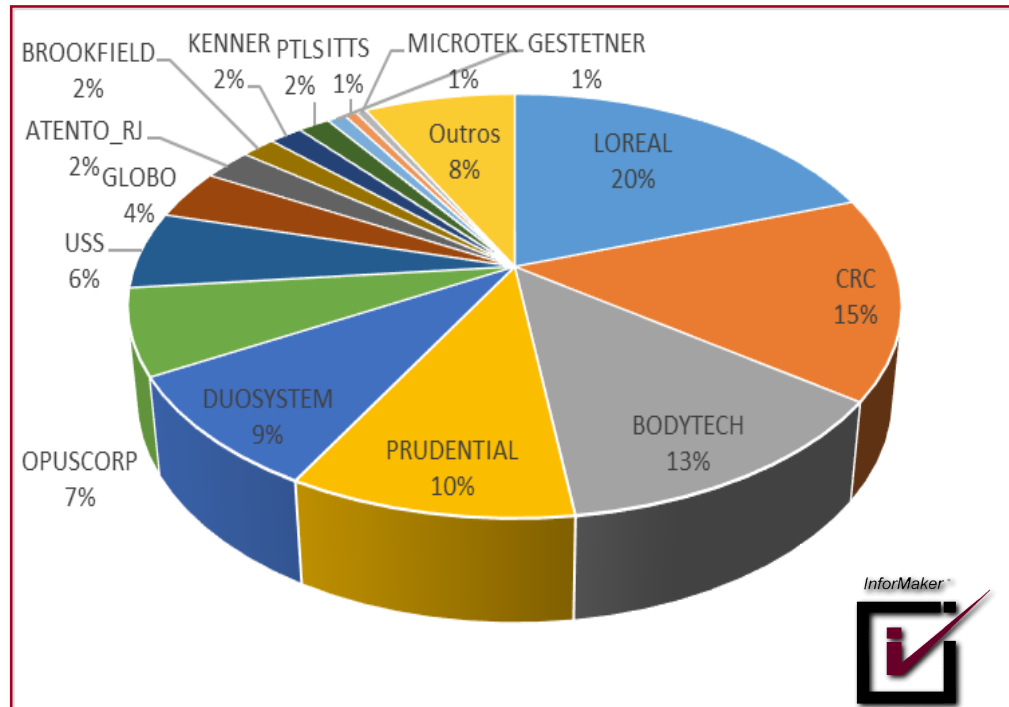
**Microsoft Sales Specialist**  
 Desktop Enterprise  
 Microsoft Learning  
 Server Platform

**Pearson VUE**  
 Authorized Test Center

ISO 9001  
**BUREAU VERITAS**  
 Certification



## Main Clients - 2015



# IT ERP / MIS on the Web

- ✓ Companies, Sites, Contacts information
- ✓ Sales Process
- ✓ Customer & Talents Relationship & Satisfaction Levels
- ✓ Site Visits (Schedule & Registration), Recalls, Claims, etc
- ✓ Locations, Rooms, Equipments, Knowledge, Software, Courseware, etc
- ✓ Control of Communications, by emails, with Clients and Talents
- ✓ Event monitoring and warnings of unusual situations
- ✓ Pending daily actions control
- ✓ Statistics, metrics, measures and Logging

The screenshot displays the InforMaker website, which is a Microsoft Partner. The page features a navigation menu with options like 'Serviços TI', 'Treinamento', 'Locação Salas', 'Quem Somos', and 'Login'. The main content area is divided into several sections: 'CONHEÇA AS NOSSAS SOLUÇÕES TI' (introducing IT solutions), 'Fabrica de Software / Projeto' (software factory/project), 'Consultoria' (consulting), 'Outsourcing / Alocação' (outsourcing/allocation), 'Recrutamento e Seleção' (recruitment and selection), 'ERP / CRM para Empresas TI' (ERP/CRM for IT companies), 'Técnicos de Conhecimento' (knowledge technicians), and 'Soluções Microsoft' (Microsoft solutions). A sidebar on the right includes contact information (phone numbers, email, address), a newsletter sign-up form, and a list of opportunities. The footer contains social media links for Twitter, Facebook, and LinkedIn, along with a language selection dropdown.



# Project Metrics

- ✓ Two measurement techniques, IFPUG FPA - CPM 4.2 is Mandatory
- ✓ Automatic Costs, Resource and Schedule Calculation
- ✓ Life Cycle, influence levels, effort, etc
- ✓ Customized by Environment/Client
- ✓ Estimate's Rationale (Excel)
- ✓ Projects History data & Charts

Estimativas de Projeto - [Métrica de Pontos de Função]

Arquivo Utilitários ?

Cód. Proj.: PROJPF Descrição: TESTE OS: 1234567890 Tipo Proj.: Novo

Complexidade: Alta Criticidade: 1 Fase: Maquete Data: 12/01/2000

Complexidade	Simples			Médio			Complexo			PFB
	Quant.	∑	∑	Quant.	∑	∑	Quant.	∑	∑	
Input	0	*3	0	0	*4	0	0	*6	0	0
Output	0	*4	0	0	*5	0	1	*7	7	7
Consulta	1	*3	3	0	*4	0	0	*6	0	3
Arquivo	0	*7	0	0	*10	0	0	*15	0	0
Interface	0	*5	0	0	*7	0	0	*10	0	0
<b>Total</b>	<b>1</b>		<b>3</b>	<b>0</b>		<b>0</b>	<b>1</b>		<b>7</b>	<b>10</b>

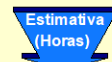
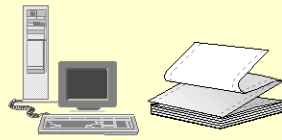
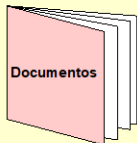
Fator de Ajuste (FA): 1,06 Pontos de Função (PF): 10,6

Fase	Horas An. Neg.	Horas An. Fab.	Horas Prog.	Total
Maquete	0,7	0,4	0,0	1,1
Protótipo/Projeto Lógico	1,8	0,4	0,0	2,2
Elaboração da Solução Técnica	0,4	2,9	0,0	3,3
Const. De Pgms. Planej. Testes	0,4	0,7	3,3	4,4
Teste de Sistema	0,0	1,5	0,4	1,8
Teste Negócio/Homologação	0,7	0,4	0,0	1,1
Implant. Piloto/Regime	0,4	0,4	0,0	0,7
<b>Total</b>	<b>4,4</b>	<b>6,6</b>	<b>3,7</b>	<b>14,7</b>

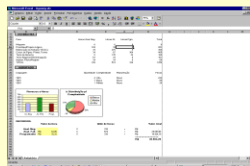
Gravar Excluir NIT Indiv. Agrup. Racional Estimativa Realizado Acompanhamento Salvar Como... Cancelar Sair

Iniciar Project1 - Microsoft Visual... Microsoft Word - Documen... Estimativas de Projet... 16:37

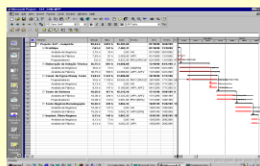
## Estimativa



MS Word 97



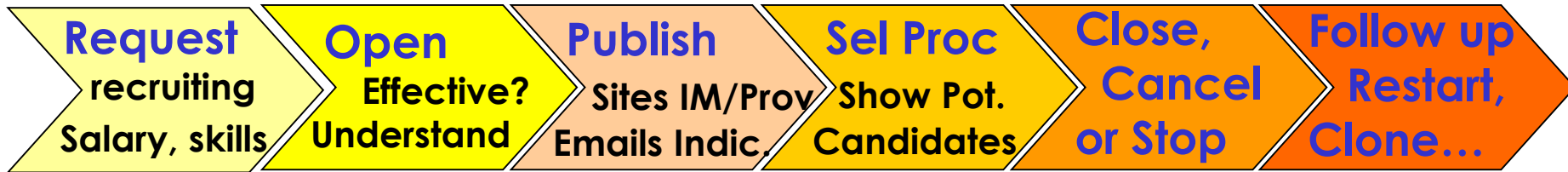
MS Excel 97



MS Project 98



# R&S and HR Management



- ✓ Talent Registration (in stages)
- ✓ Opportunities Portal, My Profile...
- ✓ Knowledge & Certifications (automatically captured)
- ✓ Recruiting Process
- ✓ Hiring Process
- ✓ Performance Evaluation
- ✓ Competencies
- ✓ History (functional & technical)
- ✓ Firing Process
- ✓ Home Office R&S
- ✓ Statistics (R&S, Talents, Skills...)

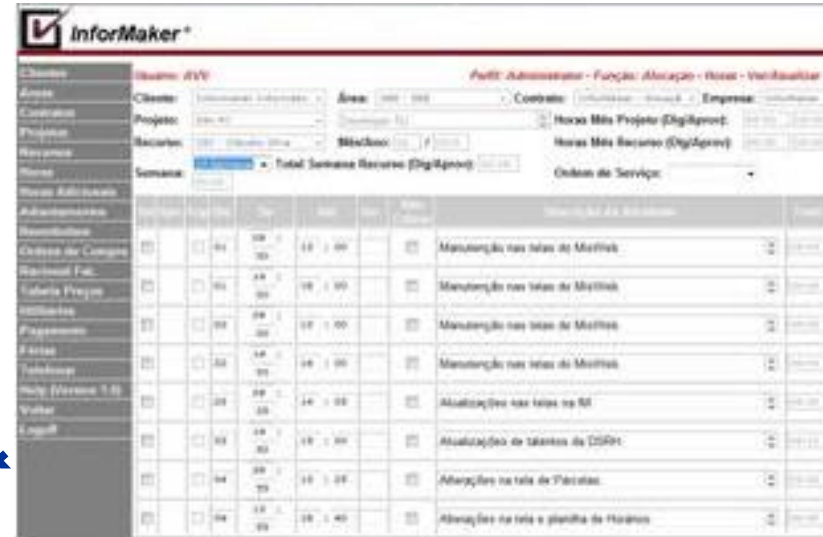


IT HRs Qualified: 55,932 (05/07/16)

IT HRs Unqualified: 34,967 (05/07/16)

# Professional Services Management

- ✓ Time-sheet
- ✓ Payments
- ✓ Purchase Orders
- ✓ Pre-Approval & Invoice
- ✓ Service Orders (programming & analysis activities)
- ✓ Travel & Salary advancing
- ✓ Price & Salary tables
- ✓ Statistics, Logging
- ✓ Overhead cost control
  - Internal areas and Project with Time-Sheet
  - Projects of Client InforMaker



The screenshot displays the InforMaker software interface. The top navigation bar includes the InforMaker logo and the text "Full: Administração - Função: Atuação - Horas - Verificar". Below this, there are several filter fields: "Cliente: [dropdown]", "Área: [dropdown]", "Contrato: [dropdown]", "Empresa: [dropdown]", "Projeto: [dropdown]", "Recursos: [dropdown]", "Módulo: [dropdown]", "Horas Mês Projeto (Dig/Ano): [input]", "Horas Mês Recurso (Dig/Ano): [input]", and "Ordem de Serviço: [dropdown]". The main area contains a table with columns for "ID", "Nome", "Data", "Hora", "Valor", and "Descrição". The table lists various activities such as "Manutenção nas salas de Meeting" and "Atualização de talentos de CDOT".

ID	Nome	Data	Hora	Valor	Descrição
01	Manutenção nas salas de Meeting	10/10/2010	18	180	
02	Manutenção nas salas de Meeting	10/10/2010	18	180	
03	Manutenção nas salas de Meeting	10/10/2010	18	180	
04	Manutenção nas salas de Meeting	10/10/2010	18	180	
05	Atualização nas salas de SI	10/10/2010	14	140	
06	Atualização de talentos de CDOT	10/10/2010	18	180	
07	Atualização de talentos de CDOT	10/10/2010	18	180	
08	Atualização de talentos de CDOT	10/10/2010	18	180	
09	Atualização de talentos de CDOT	10/10/2010	18	180	

# Virtual Software Factory

- ✓ **Based on concepts of Home-office, Auction and Job Broker**
  - InforMaker & Clients puts their requirements and specifications
  - Registered, skilled and rated professionals bids
  - Win who gives the best time and price
- ✓ **Advantages over other solutions**
  - Work is monitored
  - Deliverables are verified/accepted by Quality Assurance area
- ✓ **Non Strategic/confidential services can be done**
  - Anywhere
  - Anytime
  - Just in-time
  - On-Demand
  - 24x7

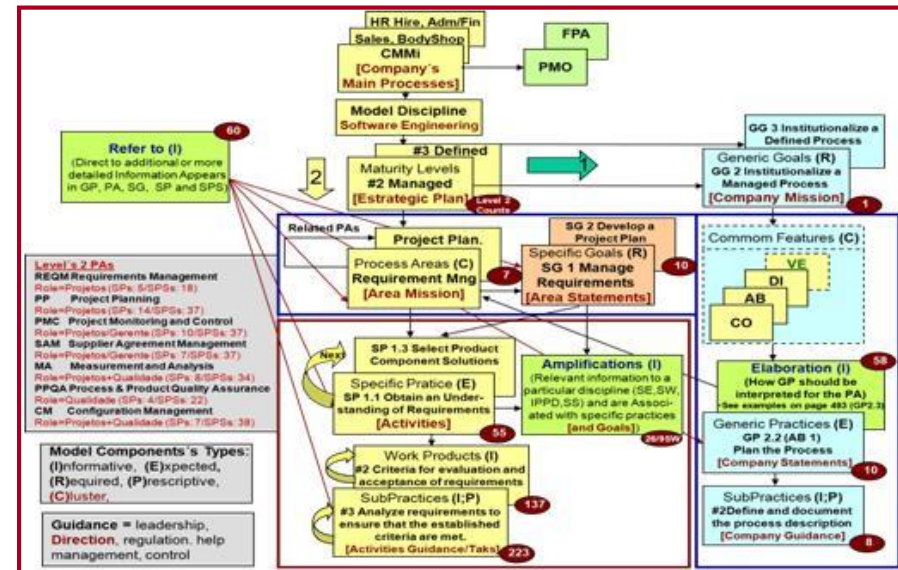
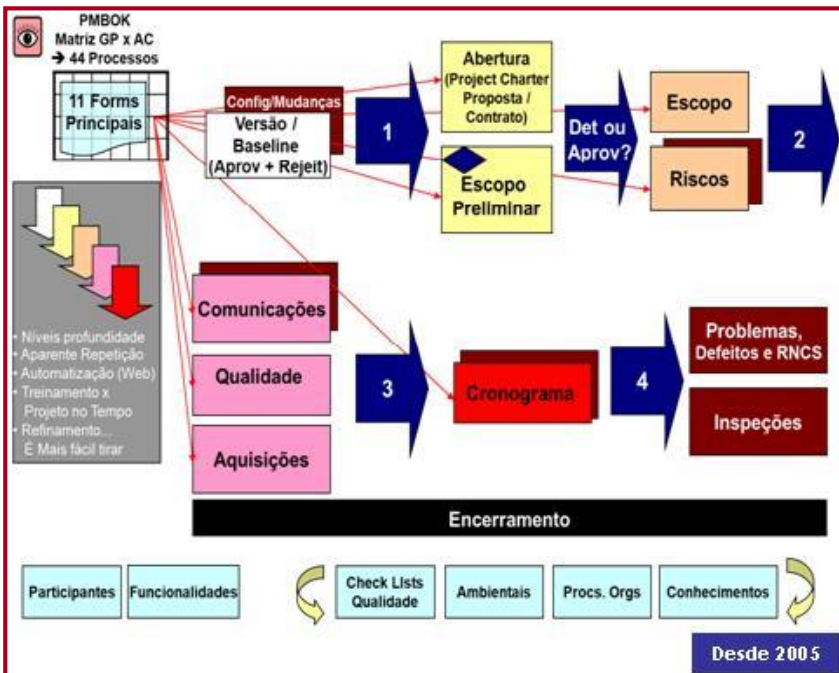
The screenshot displays the InforMaker software interface. At the top left, the InforMaker logo is visible. The main window contains a form for project management. The form is divided into several sections: 'Dados do Projeto' (Project Data), 'Dados do Cliente' (Client Data), 'Dados do Serviço' (Service Data), and 'Dados do Profissional' (Professional Data). The 'Dados do Projeto' section includes fields for 'OS ID', 'Código', 'Data de Competência', and 'Status'. The 'Dados do Cliente' section includes fields for 'Cliente', 'Área', and 'Responsável'. The 'Dados do Serviço' section includes fields for 'Projeto', 'Descrição', 'Total de Horas', 'Tipo de Serviço', and 'Valor'. The 'Dados do Profissional' section includes fields for 'Nome', 'CPF', 'Cargo/Categoria', 'Rival', 'Cód.', 'Vinculo', and 'Valor Hora'. Below the form, there is a table with columns for 'Projeto', 'Realizado', and 'A Pagar'. The table contains several rows of data, including project names and dates.





# PMO/CMMi - Software Process Mng

- ✓ Control all activities of the Software Development Process
- ✓ PMO (Project Management Office)
- ✓ 9 Knowledge areas of PMI in PMBOK integrated with the 7 Processes Areas of the CMMi – Level 2
- ✓ Generates information to Measurements and Analysis
- ✓ Fully compliant with standards: CMMi, PMI/PMBOK, IFPUG/FPA, etc



# Typical Project Structure

Phase	Deliverables
<b>Requirements</b>	<ul style="list-style-type: none"> <li>-Project Charter</li> <li>-Project definition, identify and document:                             <ul style="list-style-type: none"> <li>-requirements, functions, deliverables, risks, milestones, configuration, WBS, stakeholders, etc</li> </ul> </li> <li>-Make or Buy and Reuse analysis and decisions</li> <li>-Estimates and Project Planning</li> </ul>
<b>Design</b>	<ul style="list-style-type: none"> <li>-Prototype</li> <li>-Entity relationship model</li> <li>-Function's Specifications</li> </ul>
<b>Development</b>	<ul style="list-style-type: none"> <li>-Programs specification, code, test and review</li> <li>-Unit Test planning and documentation</li> </ul>
<b>Test</b>	<ul style="list-style-type: none"> <li>-Unit test execution and review</li> <li>-System and integrated Tests</li> </ul>
<b>Deployment</b>	<ul style="list-style-type: none"> <li>-Database and software deployment and installation/upgrade</li> <li>-Training and support Users</li> </ul>
<b>Support</b>	<ul style="list-style-type: none"> <li>-Corrective and preventive activities</li> <li>-Support Users</li> <li>-Close Project (ends all activities, document project's deliverables, obtain formal acceptance, satisfaction level, lessons learned, etc)</li> </ul>

**Quality Assurance**

