



Grupo Utopia Consulting and Training Services

People, Processes and Technology,
For a World Class Operation





Who Are We...

- ✓ Founded by David Anderson, “Father,” of the Call Center Industry in Costa Rica.
- ✓ Five years of providing Technology Solutions and Consulting to Local Companies
- ✓ Alliances with Top Technology Providers in the World
 - IBM
 - Cisco
 - HP
 - Intel
 - PalmOne





Who Are We (Continued)...

- ✓ Over 25 Years Executive Management Experience in Developing World Class Operations
 - Packard Bell Electronics
 - Acer
 - Hyundai (Axil Computers)
 - MCI Systemhouse
 - EDS
 - Numerous Start-ups in Silicon Valley





What we offer

- ✓ World Class Project Management
- ✓ Startup and Outsourcing Management Consulting
- ✓ Business Process Development Consulting
- ✓ IT Consulting with Specialization in Wireless Solutions and Call Center Technology.
- ✓ Customized Training Solutions





Project Management

✓ Project Analysis and Planning

- Design of Project Scope and Budget Planning
- Needs Analysis
- Third Party Vendor Review and Selection

✓ Project Management

- Development of detailed project plan and milestones
- Management of Project Resources
- Management of Deadlines





Startup and Outsourcing Management

- ✓ Business Plan Development
- ✓ Site Selection Assistance
- ✓ Partner Development
 - Assistance with Establishing key contacts
 - Mediation
 - Legal Services
 - ❖ Establishing company
 - ❖ Immigration Support
 - Accounting
 - ❖ Basic Bookkeeping
 - ❖ Tax Laws
 - ❖ Banking Services





Business Process Development

- ✓ Review of Business Processes
 - “bottom up,” review of business processes.
- ✓ Documentation of Business Processes
- ✓ Development of Short and Long Term Improvement Plan
- ✓ Establishment of “Core,” Process Team
- ✓ Development of Process Review Procedure





IT Consulting

- ✓ Review of Current IT environment
- ✓ Development of IT Responsibilities and Goals
- ✓ Needs assessment
- ✓ Solution Review
- ✓ Vendor Selection Assistance
- ✓ Project Management and Installation services





Training Services

✓ Customized Training

- World Class Customer Service
- Process Management
- Time Management and Productivity
- Hiring, motivation and retention of World Class Staff
- Proactive Sales Strategies
- Providing Excellent Phone Support





Why Utopia ?

- ✓ Global experience with local touch
- ✓ Global Contacts and Relationships
- ✓ International Reputation for Customer Service Organizational Development
- ✓ Strong Local Market Presence
- ✓ Cost Effective
- ✓ Bi-Lingual
- ✓ Strong Reputation in Local Market



- ✓ Grupo Utopia has plans to fit most budgets
 - Prices are flexible and based on length/Scope of assignment
 - Classes available for groups from 5-50
 - Consulting Services Available on Fixed or per hour basis

