
SERVICES

*Specialized Professionals Who
Contribute Value*

THE SERVICES AREA GROUPS TOGETHER
COMPANIES ENGAGED IN THE **OPERATION OF
INFRASTRUCTURE, ELECTRICAL NETWORKS,
OPERATING PROCESSES, AND INFORMATION
TECHNOLOGIES.**

418

*million dollars
in annual
activity*

*Operations
in 4 countries
throughout Latin
America: Peru,
Chile, Colombia,
and Brazil*

*Over 8,700
employees
region-wide*



VALUE PROPOSITION

1. PROCESS EFFICIENCY

Develops and operates state-of-the-art technology aimed at its clients' specific needs, thus increasing process efficiency.

2. PIONEERS IN SERVICE MANAGEMENT

Its knowledge and cumulative experience have prepared the Services Area to tackle operating setbacks, no matter how complex, helping companies to reduce operating risks, simplify their management processes, reduce costs, and improve productivity via the automation of activities and an optimal production management.

GMD

First technology outsourcing company in Peru (began offering services in 1984)

CONCAR

First road concessionaire in Peru (began offering services in 1994)
Line 1: first mass public transportation operation in Peru (began operations in 2012)

CAM

First company accredited as a specialist in initial verification and electrical energy meter reading activities in Peru (accredited as an inspection body with INDECOPI in 2014)

3. SPECIALIZED PROFESSIONALS

Thanks to the professionalism and strategic flexibility of more than 8,700 employees region-wide, the Services Area adds value to its clients by identifying opportunities for improvement, based on the Area's knowledge of its clients' operations.

4. EXTENSIVE EXPERIENCE

Backed by over 30 years of experience.

GMD

- Over 59 million digitized images with legal value for online reference (BPO)
- Over 50,000 users supported by the Help Desk service in 12 countries throughout the Americas
- Over 500 local and regional systems tested
- US\$7 billion dollars annually in activity managed in datacenters
- 420,000 water meters administered per month

CONCAR

- Maintains over 4,900 kilometers of roads throughout Peru, of which 1,039 belong to private clients and 3,653 to public clients
- In charge of 16 projects, including operation and conservation concessions
- Operates Line 1 of the Lima Metro, with 33.5 kilometers of track (crossing through 11 districts), 26 stations, 24 trains, and a daily total of approximately 300,000 users

CAM

- Over 90,000 live interventions for important companies from the energy, industry, and construction sectors
- Over 37,000 connections installed nationwide in Cam Perú for Edelnor, Luz del Sur, Hidrandina, ELSE, and Enosa
- 72,000 lighting points installed in the last 10 years, and 132,000 light points maintained to date
- 202,000 remotely measured meters, 2,000 large clients, and 200,000 single-phase clients

5. OPERATIONAL EXCELLENCE

Performance according to the highest quality standards, guaranteeing optimal results.

	ISO 9001 (Quality)	OHSAS 18001 (Health and Safety)	OTHER STANDARDS
GMD/1	X	X	ISO 27001, CMMI Level 3 *
CONCAR	X		
CAM GyM /2	X	X	ISO 14001

/1. Information safety, IT service management, datacenter classification, certifies the degree of maturity of the application development processes

/2. Environmental

*CMM I Level 3: March 2015, Level 5

COMPANIES



GMD — INFORMATION TECHNOLOGY

(511) 213 - 6300 / www.gmd.com.pe

Leading outsourcer for business processes and information technology. Provides services to the industry and trade, banking and finance, government, telecommunications, utilities, and mining sectors.



CONCAR — INFRASTRUCTURE OPERATION AND MAINTENANCE

(511) 213 - 6535 / www.concar.com.pe

Leader in the operation, conservation, and management of infrastructure in Peru. Currently operates and maintains three road concessions and Line 1 of the Lima Metro.



CAM — ELECTRICAL ENGINEERING

Chile (56-2) 389-7300

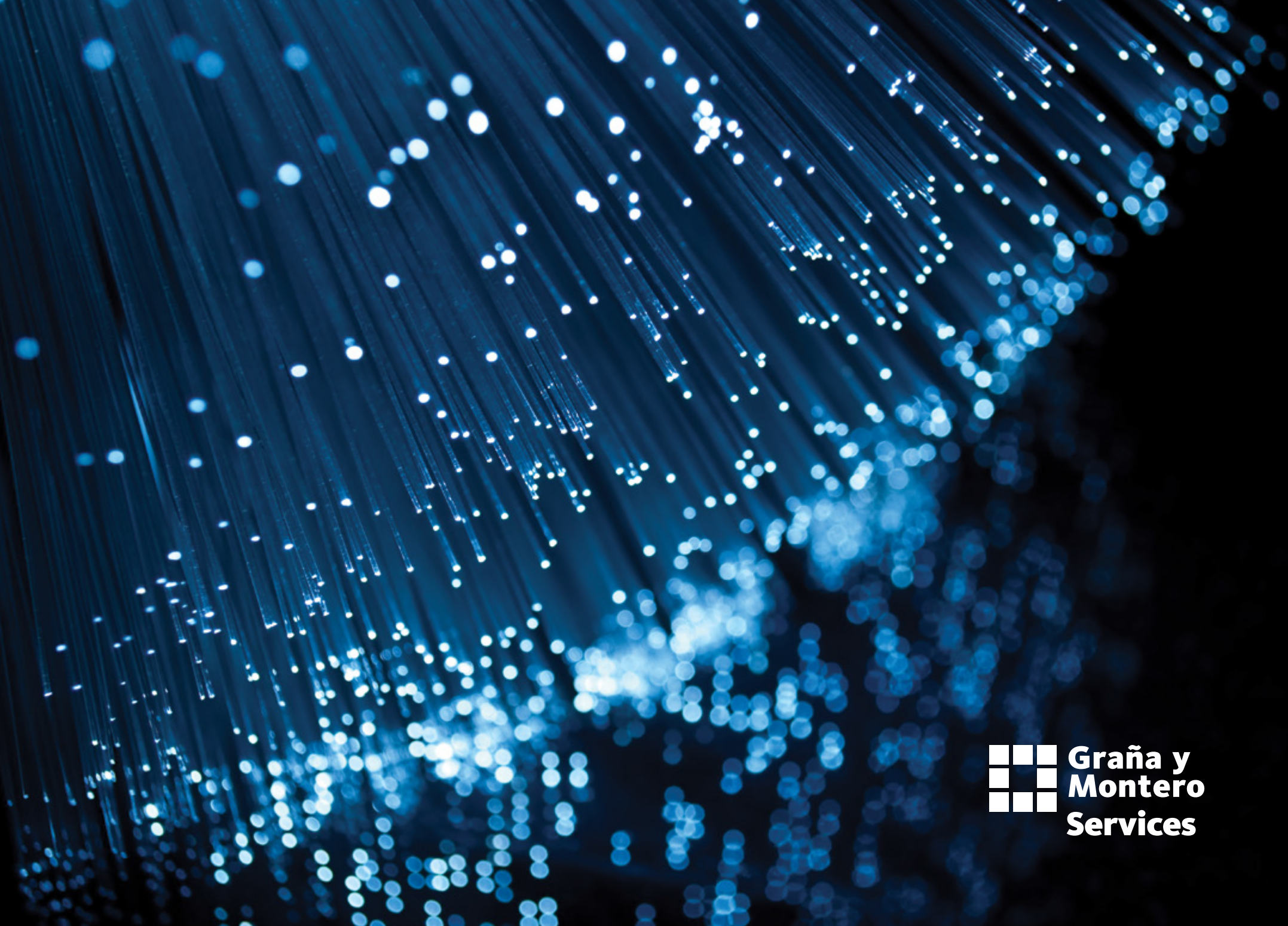
Brazil (55-21) 2702-8000

Colombia (57-1) 417-3000

Peru (511) 208-7700

www.cam-la.com

Specialized in installation, operation, and maintenance services for electrical infrastructure for companies in the energy and telecommunications sectors in Chile, Colombia, Peru, and Brazil.



 **Graña y
Montero
Services**