



*JUST RETHINKING THE TECHNOLOGY*

# Technology Development Agency



Visit us  
[www.jrtec.io](http://www.jrtec.io)





## About us

JRTEC S.A.S. is a software design and development agency in the cloud; that specialized in integrating and implementing artificial intelligence and natural language processing (NLP) tools for web and mobile applications.

As a team, we are driven by creating technological solutions that help to reduce uncertainties.



# What do we do?

At JRTEC we help our clients turn their ideas into technology products and services quickly and efficiently.

Through our work, we seek to facilitate the transfer and use of disruptive technologies to promote the technological transformation of our clients and especially of the insurance industry.

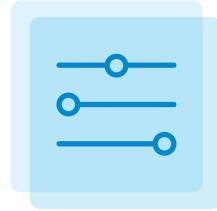




# Our services



**Research**



**Custom  
Software  
Development**

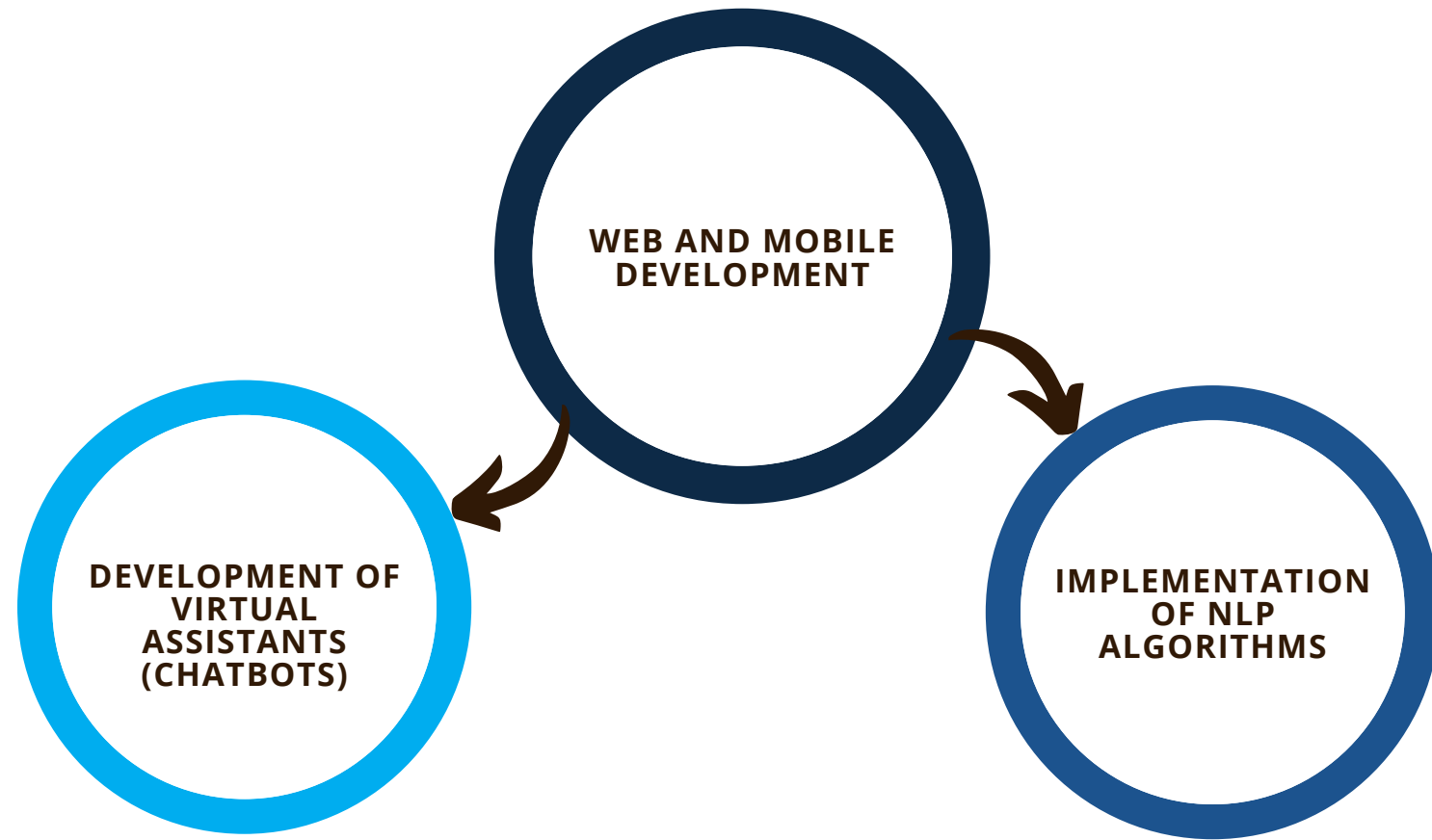


**Support and  
Maintenance**

*"Training policy and operation guarantee"*



# Areas of expertise







# Stack of technologies





# Industries served



**Insurance**



**Transportation**

- Client service automation of frequent questions and requirements.
- Employee service automation of frequent questions and requirements.
- Improvement of business processes.
- Recommendation systems and sentiment analysis.
- Analytical data generation.



# Where are our customers?



Ecuador - India - USA





# Who trust us?



**Gabriela Vaca**  
**AIG-Metropolitana**

*"The JRTEC team has shown remarkable professionalism and capacity of adaptability to the requirements requested by AIG-Metropolitana, They have always offered continuous support and have demonstrated a high level of dynamism. I like the active communication that JRTEC has with our organization. The creativity and ingenuity of its team generate an added value to each proposed development, providing reliability in the implementation of innovative technological solutions."*





# Support and maintenance



Private spaces  
and channels  
with customers



Video calls



Remote desktop



Email

- Periodic service control calls
- Support and resolution of requirements.
- Maintenance service: Corrective, Adaptive, Perfective, and Preventive.
- Hourly or on-demand support and maintenance.



# Methods of payment / contracting



International Wire  
Transfer (SWIFT)



Credit Card /  
Payoneer Balance



Credit Card



Credit Card /  
Wire transfer

*"Flexible payment terms."*



# Achievements, Recognitions and Alliances



FIRST PLACE IN 2019  
TECHNOLOGY MARKET  
CALL FOR PROPOSALS



INCUBATION  
PROGRAM - 2020



MEMBER

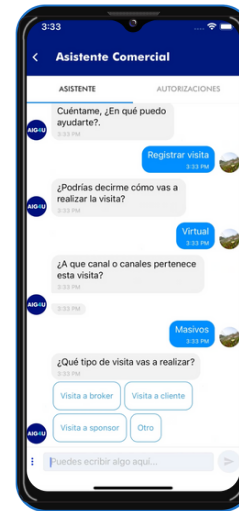
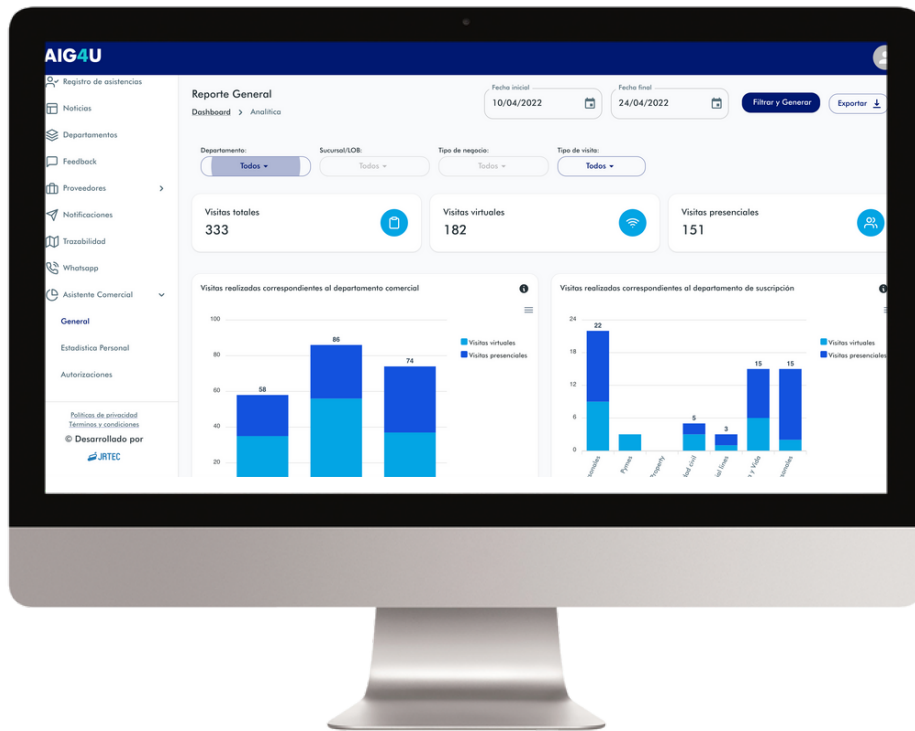


COLLABORATION  
AGREEMENT



## RECENT PROJECTS

# Commercial department assistant



## Case study AIG4U

The purpose of this assistant is to record the visits made by members of the sales team through the AIG4U mobile app, in order to generate metrics regarding the effectiveness of an insurance company's sales team and the customers visited.

**Demo:**

<https://youtu.be/HLB8BgfDAYE>





# Virtual insurance agent



## Customer service

This assistant aims to meet the most common requirements of an insurance company's users; promoting a 24/7 interaction before, during, and after purchasing an insurance policy.

### Demo:

<https://youtu.be/xfbsLNjNjrl>



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Contact us

Feel free to write to us and we will be glad to talk to you.





# Glossary

## Adaptative Maintenance

This group of services is driven by the need to modify the product to adapt to a changing environment. It can occur when a piece of software needs to run on a new platform or operating system, meet new hardware requirements, adapt to some novelties in its environment, or combat new security threats.

## Algorithm

Ordered and finite set of operations that allows finding the solution of a problem.

## Backend

It is the part of a computer system or application that is not directly accessed by the user, typically responsible for storing and manipulating data.

## Chatbot

A program designed with the purpose of engaging with customers and employees in human-like conversations to offer assistance.

## Corrective Maintenance

These services include all of the work being done to eliminate the problems that the program or software may face after their delivery to the user.

## DevOps

DevOps is the combination of cultural philosophies, practices, and tools that increases an organization's ability to deliver applications and services at high velocity: evolving and improving products at a faster pace than organizations using traditional software development and infrastructure management processes. This speed enables organizations to better serve their customers and compete more effectively in the market.

## Frontend

It is the part of an application that the user can see and interacts with. It is also referred to as the 'client side' of the application. It includes everything that users experience directly: text colors and styles, images, graphs and tables, buttons, colors, and a navigation menu.

## NLP

Natural language processing (NLP) refers to the branch of computer science—and more specifically, the branch of artificial intelligence or AI—concerned with giving computers the ability to understand text and spoken words in much the same way human beings can.

## Ontop

Ontop is a company that automates international hiring, payments, taxes, onboarding, and payroll management for global teams.



# Glossary

## Payoneer

Payoneer is an American financial services company that offers online money transfer, digital payment services.

## Perfective Maintenance

This type of service is usually based on user feedback and is aimed at improving productivity or convenience.

## Preventive Maintenance

This group of services aims to identify and eliminate potential problems or defects before they even have time to appear. These services can include code optimization for the sake of efficiency or ease of maintenance, or keeping all documentation up to date.

## Python

Python is a high-level, general-purpose programming language.

## React

React is a library for helping developers build user interfaces (UIs) for websites

## React Native

React is a library that helps developers build mobile apps for both Android and iOS devices.

## Typescript

It is a programming language developed and maintained by Microsoft.

## Upwork

It is a platform that allows clients to interview, hire and work with freelancers and freelance agencies through the company's platform.

## Virtual Assistant

Also popularly known as intelligent virtual assistants or intelligent personal assistants, are online personal assistants that help people with their day-to-day activities such as managing their email, scheduling meetings, etc. Popular virtual assistants include Amazon Alexa, Apple's Siri, Google Assistant, and Microsoft's Cortana.



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