

We build long-lasting relationships

A **contact center** specialized in the **agrifood** sector so that companies can build long-lasting end-to-end relationships.



You earned 10 points!

Hello, Mr. Albert!

Watch how easy it's in this video

SERVICE PORTFOLIO



Best For
The World
2019 MEJORES
MARKETING



ecosistema
Jaguar

Communication is not the same for all audiences.

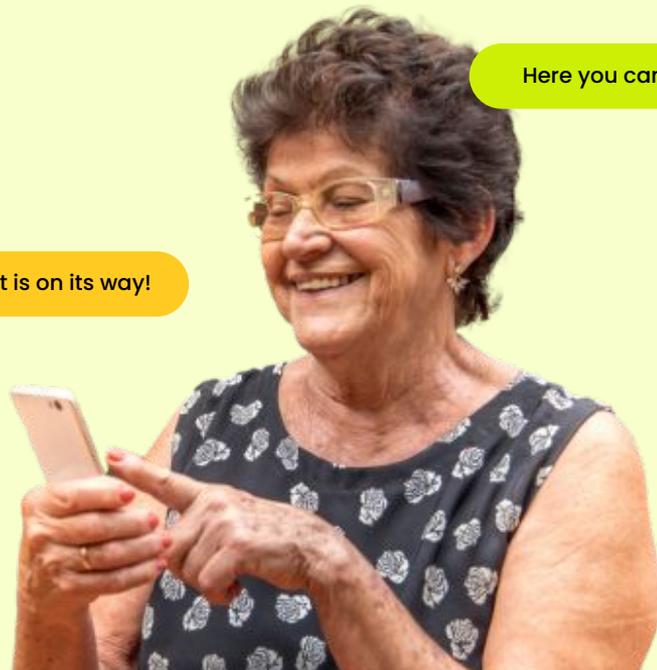
We know the rural population and the base of the pyramid very well,
that's why we know how to **build trusting relationships** that mobilize
your business indicators.

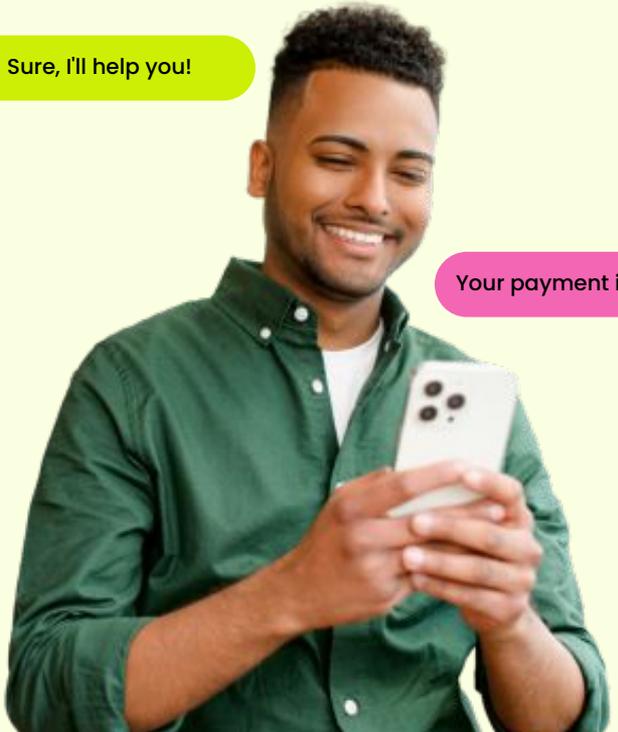
Relevant channels

We know which channels our audiences use the most, so we communicate effectively through calls, video calls and WhatsApp.

Your product is on its way!

Here you can pay





Sure, I'll help you!

Your payment is due on Friday.

We speak the same language

Trained agents with cultural affinity allow us to establish the best way to communicate.

24/7 human support

We provide immediate support to meet the needs of the people who matter most to you.

Hola cómo está?
tengo un problema, el pedido que hice me
llegó incompleto 🙄

9:49 a. m.

Hola! Ya mismo validamos que pasó con su
pedido

9:56 a. m. ✓✓

Ok, estaré atento 👍

9:57 a. m.

Tranquilo Don Pedro, una segunda caja ya va
en camino 🚚

10:00 a. m. ✓✓

Muchas gracias!

10:01 a. m.



Security and traceability

We safeguard information with high standards, control mechanisms and transparency to transmit peace of mind to our clients and users.

Multi-content

We manage communications and also provide you with multimedia training tools to enhance the user experience.



Get to know the ecosystem of services with which
we can help you throughout your value chain
from end to end.

Services where the chain starts

FARMERS / ASSOCIATIONS / COOPERATIVES /
TRANSPORTERS / FARM WORKERS



SERVICES / START CHAIN

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Data collection

We collect and analyze essential data from your suppliers and your supply chain to strengthen your information, traceability and business intelligence systems.

Farming training

We boost productivity with training and multimedia tests throughout your supply chain.

Retention and loyalty

Loyalty campaigns and behavioral analysis of your suppliers to anticipate possible risks of abandonment and to guarantee your supply.

Legal support

We carry contracts, agreements, documents and solve legal concerns of your suppliers with simple explanations and multimedia content nearby, to accompany them in the signature, validation of identity and reduction of frictions.

Payment arrangements

We optimize collection strategies through an empathetic accompaniment that comprehensively understands your delinquent portfolio and ensures payment agreements tailored to each user.

Supplier care

We provide full support to your agrifood suppliers through a supply-focused approach that allows you to take care of the supply relationship and meet your business goals.

Supplier acquisition

We facilitate the incorporation of new producers, associations, cooperatives and agribusinesses by aligning and following up on your purchasing expectations and data sheet requirements.

Services in the midstream

EMPLOYEES / TECHNICAL SALES REPRESENTATIVES /
TECHNICAL ASSISTANTS



Data collection

We capture and process performance and goal fulfillment data from your work teams, both in field roles and office staff, allowing you to centralize the capture and analysis flow of your business strategy.

Corporate training

We strengthen the skills of your teams of collaborators to close the knowledge gaps related to the operation of an agribusiness and that each area mobilizes indicators of excellence.

Retention and loyalty

We cultivate long lasting relationships with your human talent to boost their career plans through incentive and benefit campaigns that help you consolidate a fresh, healthy and abundant organizational culture.

Back-office support

We centralize the internal support to organize the knowledge of your company, facilitate the resolution of doubts, carry out surveys and measurements to your collaborators and accompany them in processes that allow you to integrate the capabilities of your business areas.

Services at the end of the chain

SHOPKEEPERS / DISTRIBUTORS /
TRANSPORTERS / VENDORS



SERVICES / END CHAIN

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E-commerce support

We assist your digital sales channels through a lead tracking system that increases the conversion rate and solves doubts, manages payments, shipments, returns and warranties.

B2B digital sales

We outsource your digital sales to multiply your business leads and take them through a commercial funnel that accelerates your sales flow.

B2C digital sales and presales

We operate digital sales to your end consumers with the support of consulting agents that help us to improve your profitability margin by reducing your commercial chain.

Data collection

We gather information of characterization and profiling of your commercial network with metrics of placement, invoicing, dispatch, repurchase, and market reality to nurture your analytical and prospective business system.

Commercial training

We train your commercial networks in customer service skills, acquisition, retention, customer loyalty and financial inclusion and governance practices to promote their growth and encourage them to buy more from you.

Retention and loyalty

Loyalty campaigns, incentives and behavioral analysis of your audiences to provide benefits, anticipate possible risks of cancellation, abandonment or reduction of purchases and to have a solid commercial network that will make you grow.

Channel acquisition

We develop regions, growth zones and segments by implementing a system of mapping and linking new buyers that meet your scaling plans in the short, medium and long term.

Back-office support

We optimize the administrative processes to be the meeting point between vendors, commercial areas, transporters and distributors, so that they have a support in the flow of purchase orders, invoices, payments, remissions, returns and warranties.

Payment arrangements

We implement collection strategies with commercial and distribution channels through an empathetic accompaniment that comprehensively understands your delinquent portfolio and ensures payment agreements tailored to each client.

Distributor care

We activate an integral channel of experience management for distribution channels that allows you to take care of commercial relationships and strengthen your product placement capacity at points of sale.

Monthly model with bundled minutes

Hybrid Model \$USD 0.40 x min

WhatsApp Model \$USD 0.26 x min

Calls Model \$USD 0.34 x min



What makes us different?

	DATA COLLECTION	TRAINING	LOYALTY	BACK-OFFICE	DIGITAL SALES
Icorp	✗	✗	✗	✓	✗
In-Ova	✓	✓	✗	✗	✗
Agromovil	✓	✓	✗	✗	✓
Galápp	✓	✓	✗	✗	✓
HackU	✗	✓	✗	✗	✗
SIMA	✓	✓	✗	✗	✗
Jaguar	✓	✓	✓	✓	✓

Research & Insights

Rural areas and the agrifood system are a universe full of particularities and opportunities.

With years of experience in the sector, we accompany companies, governments and organizations in the development of studies, persona profiling, archetypal patterns and insights that allow them to make the right decisions for their businesses according to the needs of the rurality and the agrifood sector.





DAVIVIENDA



KARDIANUTS



corona



Grupo
nutresa

LUKER
Chocolate



ARGOS

EQUIORI
equidad y origen



RENAULT

Comfenalco
Antioquia



comfama



GOBERNACIÓN DE ANTIOQUIA

rutaⁿ
MEDELLÍN
CENTRO DE INNOVACIÓN Y NEGOCIOS



Energía & Potencia



AgriTIERRA

**How do our services
generate value for you?**

ACTIVATE YOUR CHANNEL

ecosistema Jaguar

ECOSISTEMA JAGUAR

Contact center for the
agrifood sector.

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Empresa



Certificada

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2019

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PARA EL MUNDO



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