

Internal data integration and optimization

We process and integrate relevant information to the client in data repositories that are easily accesible: display platforms, spreadsheets or slides. It helps to automate tasks related to data management that require a lot of time and eases the data analysis for the decision-making process.

How it works?

Mapping of the different sources of information managed by the client and their characteristics.

Design the characteristics of the repository in conjunction with the client (e.g. security, structure) to unify the information sources evaluated.

Connection, processing and integration of the information 3 obtained from the different sources in the designed repository.

Addition of presentation formats and analytical layers that facilitate the use of the new body of information.

We establish a secure communication channel with the client's databases and develop a specific process for the management and presentation of their data according to their needs.

Features

- Digitalization of PDF tables to structured data in the correct table format
- Text analysis for information synthesis
- Information enrichment from different sources.
- Vector table processing

Advantages

000 Anomaly detection

Detect atypical cases and generate alerts to be attended by the specialist.



Faster processes

dashboard.

The review and analysis process is made faster, i.e. something that used to take a person 6 months to review is now done in a few hours.

User friendly visualization

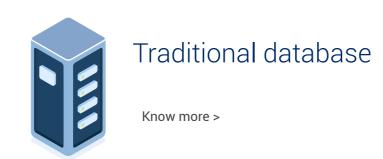
Structured information is easily visualized in a



Smart resource allocation

Automates repetitive and tedious tasks to allow resources to be allocated to value-added activities.

Integrated capabilities





Results

Digital structured databases for reports.

Analytical reports.

Creation of a centralized repository with all the information

Clients who already implemented this solution



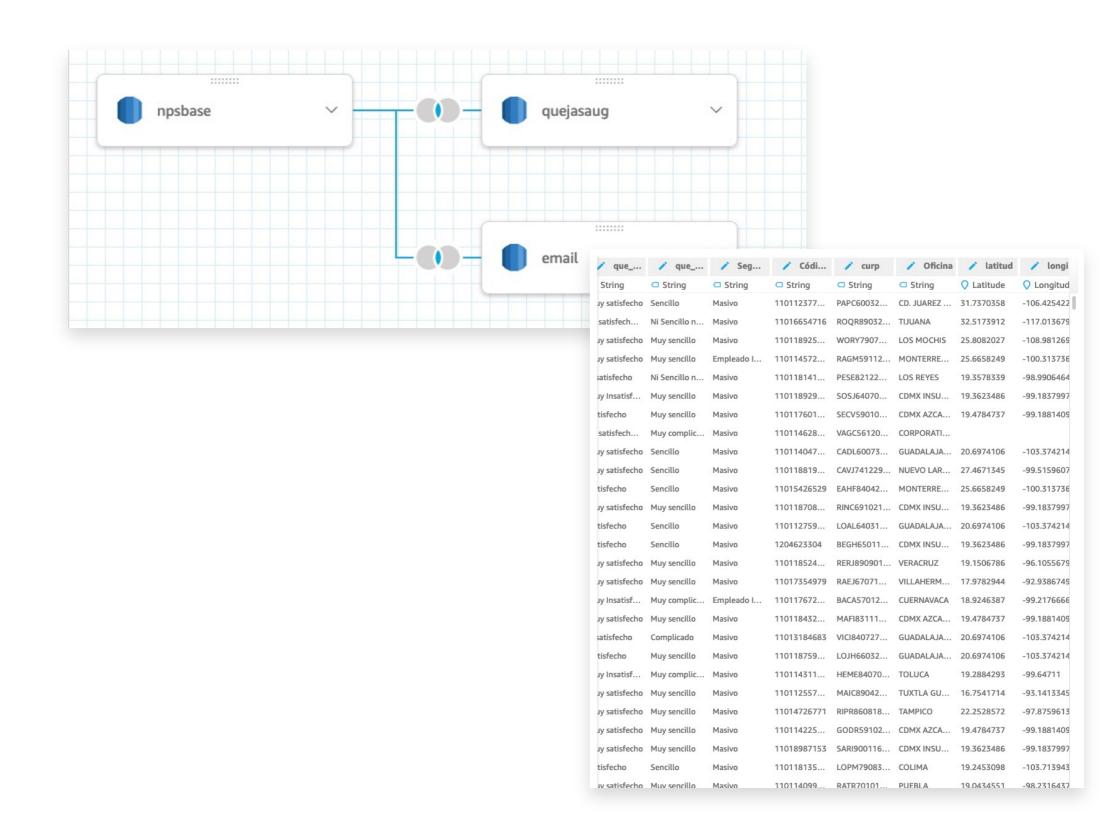












Our goal is to help you understand your data, enrich it and integrate it to cover all your information necessities, optimize all your data-related processes and deliver value and intelligence from it.

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CAREERS

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SOLUTIONS

By business problem

By industry By role within the organization

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5532323131 contacto@dive.ai **DATA PRIVACY POLICY**











We help any business to get closer to their customers using analytical tools and strategies based on data with the goal of reinforcing their relationship with clients and evaluate the attention that is given to them.

How it works?



Analysis and segmentation of the final client.



Analysis of current communication channels.



channels into a single repository.

Information processing and

enrichment.

Connection and integration of

information from different

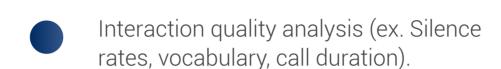


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Obtaining of insights, detection of anomalies, automatic generation of reports.

We use different tools like anomaly detection, Natural Language Processing and computer vision to integrate, understand, evaluate and optimize attention is given to clients throughout different communication channels.

Features







Call transcription.

Script attachment automatic report generation.

Advantages



Objective evaluation

Optimize channels

Allows the evaluation of the customer service area within the company with an integral, objective and quantitative approach.



Optimize the interactions of each point of contact to achieve a better understanding of current and

to achieve a better understanding of current and potential customers.



Structures and integrates information from the different interaction channels to facilitate decision making.

Strategic decision making

Smart resource allocation



activities.

customers.

Automates repetitive and tedious tasks to allow resources to be allocated to value-added

Constant monitoring

Continuous monitoring of the relationship with

Integrated capabilities



Natural Language Processing



Machine Learning
+ Deep Learning

Know more >







Results

Obtain a comprehensive, objective and quantitative diagnosis of the company's relationship with customers.

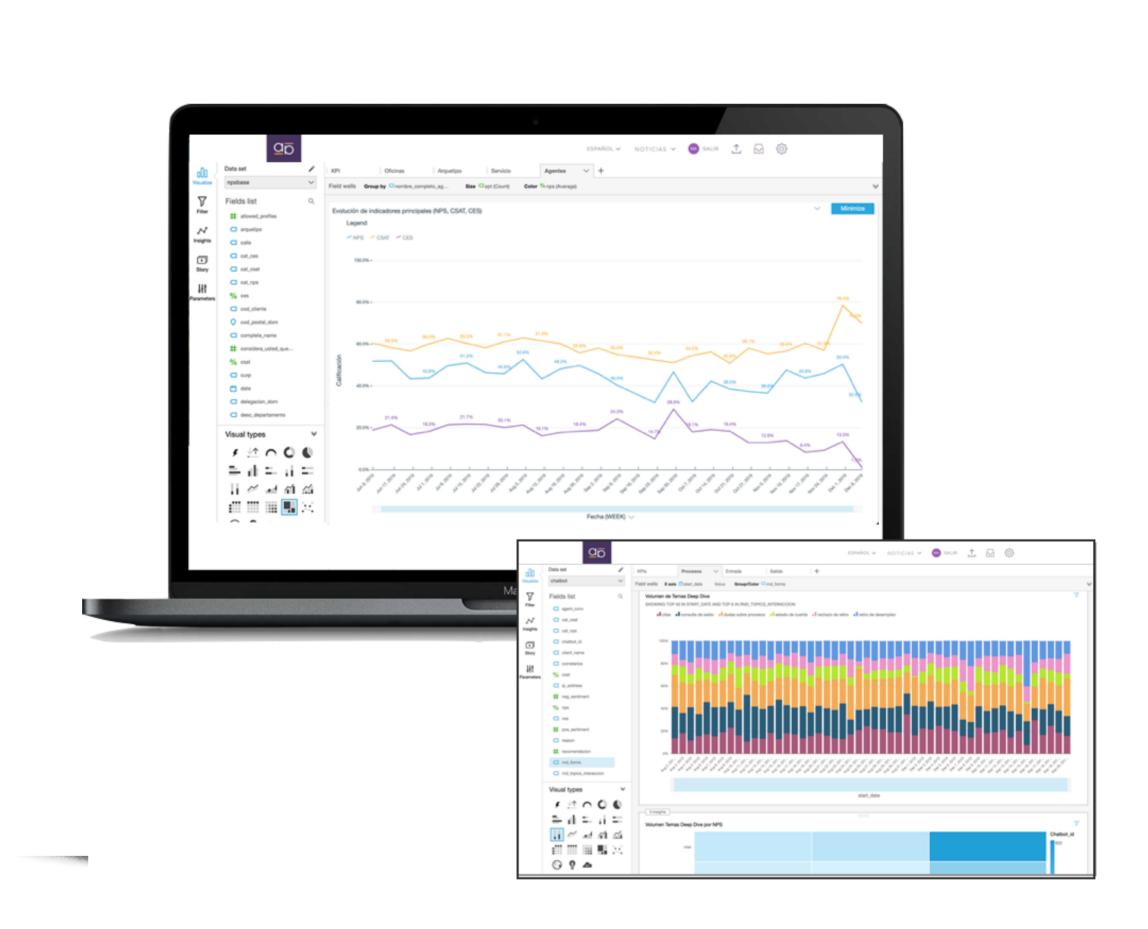
Dashboard to visualize the main indicators (Net Promoter Score, Customer Satisfaction)

Generation of automatic alerts according to the parameters of interest of the company.

Classification/segmentation of customers based on machine learning. + personalized communication to customers.

Clients who already implemented this solution





Our goal is to reduce the lack of information in customer service by formulating quantitative metrics of customer interaction through any point of contact.

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DATA PRIVACY POLICY









360° monitoring

We process the information available in social networks, digital media (blogs, digital magazines), print media, legislative and judicial bodies at local, national and international level with the aim of knowing what is happening, what is being talked about and what trends are coming.

How it works?



Mine, through the use of bots, news, social networks, legislatures and regulatory institutions.



Standardize formats and text.



Classification and summary of texts with NLP.



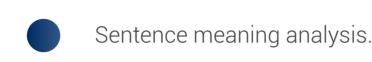
Information is displayed on a Dashboard.

Information is extracted daily by the use of bots and filtered according to the interests of the client. The information is presented in an orderly manner and filtered according to the user's preferences. Alerts are automatically issued in case of relevant changes in the sector of interest.

Features



Automation of reports on activity and tracking of certain topics or words in social networks



Generation of metadata on reports.

Advantages



Information availability

No need to check every medium every minute, we can have the information available as often as you need it.



Trend prediction

Allows you to anticipate and react by monitoring trends and legislation.



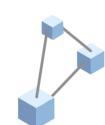
Media panoramic analysis

Structure the information in reports and dashboards to know which media talks about which subjects, with which tones and at which times.

Integrated capabilities



Natural Language Processing Know more >



Infrastructure

Know more >





Graphs

Know more >



Results

Real time dashboard

Post-event reports

Alerts

Clients who already implemented this solution









facebook





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Our goal is to help you stay up to date in whatever topic relates with your organization and its strategic goals, from social media, news, global events to local legislation, our monitoring services help you be one step ahead.

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Client identification and analysis

KYC (Know your customer) we help you to better understand your customers based on classification and segmentation models with artificial intelligence.

How it works?



Integration and processing of customer service databases.



User and customer profile classification and segmentation models.



identify patterns and behaviors around the customer.

Metadata generation, data

Machine learning models to



analysis.

integration with enrichment and



Delivery of the client visualization platform, segmentation, reports and activities in real time.

Through machine learning models we generate the best possible model to understand the behavior of customers in relation to any service. In this way we can understand the causes and generate corrective solutions, focus efforts on specific customers and anticipate customer abandonment.

Features



- Analysis of customer behaviour.
- Network analysis, detection of relationships and patterns.
- Generation of metadata on the customer population and potential customers in the target market.

Advantages



Pattern recognition

Detect hidden patterns in customer behavior for a much more accurate segmentation.



Better business strategies

Improve your business strategies based on a deep knowledge of the market in which you operate.



User friendly visualization

Structuring the information to be later shown in a dashboard with the possibility of generating automatic reports.

Integrated capabilities



Natural Language Processing Know more >



Machine Learning + Deep Learning Know more >





Computer Vision

Know more >

Results

Dashboard for visualizing customer behavior

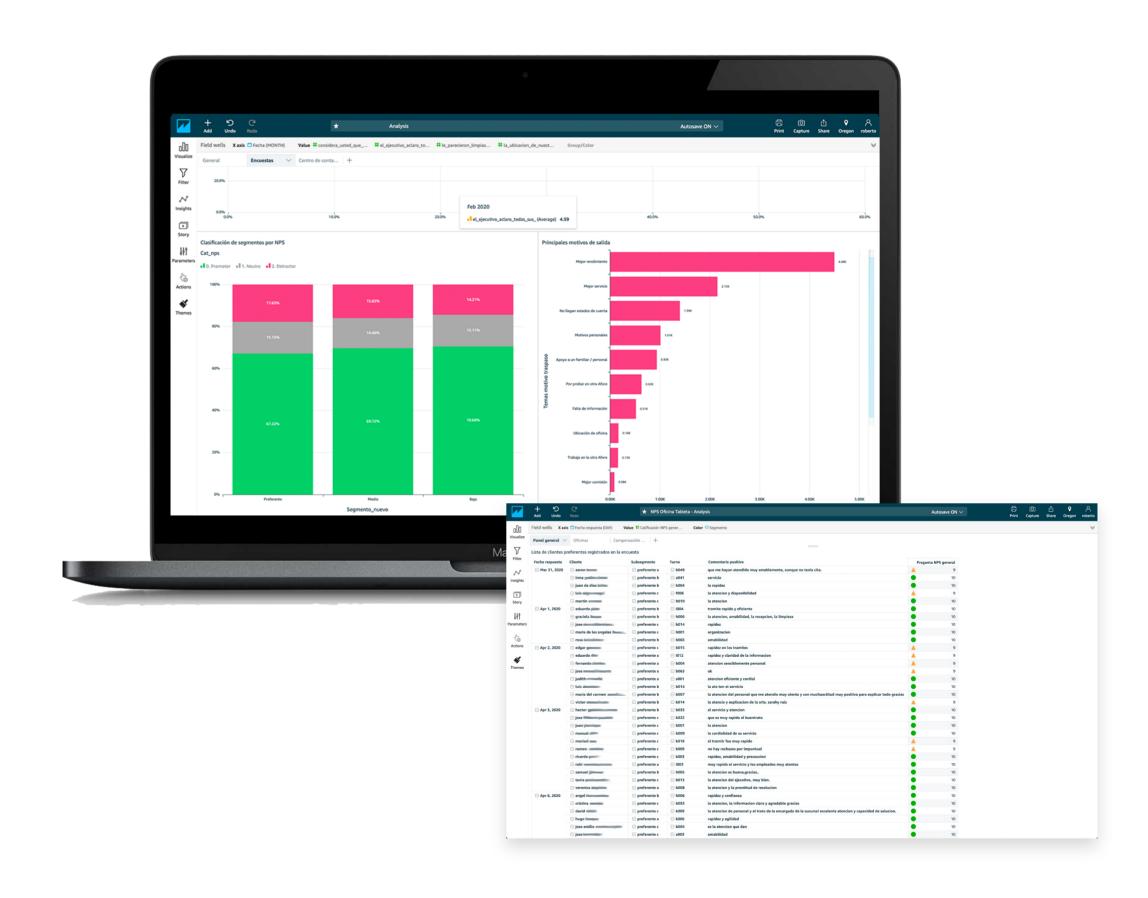
Pattern, behavior or attitude analysis reports

Clients who already implemented this solution











Our goal is to enable the understanding of customers based on the detection of behavior patterns, perception and intention of purchase, promotion or abandonment.

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Call center audit

We develop the tools that allow us to analyze the effectiveness, service quality and performance of telephone calls.

How it works?



Connection and integration of 3 information from different channels into a single repository.

Information processing and enrichment. Obtaining of insights, detection of

reports.

Speech to text analysis techniques are used to generate automatic reports on call center activities and the quality, quantity and effectiveness of their interactions with

anomalies, automatic generation of

Features

- Transcribe calls to text.
- Identifies tones and emotion of interactions.
- Generation of metadata on reports.
- Generation of reports on words used, silence/talk ratio.
- Percentage of attachment to scripts

Advantages



User friendly visualization

Structured information is easily visualized in a dashboard.



Faster processes

The review and analysis process is made faster, i.e. something that used to take a person 6 months to review is now done in a few hours.



Exhaustive analysis

Allows to improve the document review and to extend the analysis.



Smart resource allocation

Automates repetitive and tedious tasks to allow resources to be allocated to value-added activities.



Constant monitoring

Continuous monitoring of the relationship with customers.

Integrated capabilities



Natural Language Processing Know more >



Machine Learning + Deep Learning Know more >



Results

5

customers/users

Structured database of reports in digital

Post-event reports

Generation of automatic alerts according to the parameters of interest of the company.

Clients who already implemented this solution





Our goal is to analyze the activities of a call center or callbased client service to detect patterns and generate reports on the activities carried out in the area of customer service, sales or other activities.

organization









Chatbots & Conversational Commerce

We design and develop conversation based platforms to allow instant interactions with your costumers. You can boost your customer service or enable new sales channels through Facebook Messenger or WhatsApp.

How it works?

Understand the client's business and determine which are the most important conversational flows.



and level of scalability.

Implement flows based on channel



and beta launching.

User experience tests, adjustments,

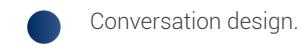


Continuous evaluation of service metrics (successful conversations, sales completed, product feedback).

We build this solution by using algorithms and Natural Language Processing, allowing your business to display your product and services with prices and information through the chatbot, integrated with your website to complete the purchase.

Features

Interaction flow development.



Dashboard with aggregate data of performance.

Integration of casual conversation using Al.

Advantages

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Objective evaluation

Allows the evaluation of the customer service within the company with an integral, objective and quantitative approach.



Faster processes

The review and analysis process is made faster, i.e. something that used to take a person 6 months to review is now done in a few hours.



Strategic decision making Structures and integrates information from the

different interaction channels to facilitate decision making.



Smart resource allocation

Automates repetitive and tedious tasks to allow resources to be allocated to value-added activities.



Constant monitoring

Continuous monitoring of the relationship with customers.



Optimize channels

Optimize the interactions of your platforms and define which channel generates more revenue.

Integrated capabilities

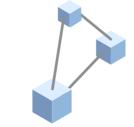


Natural Language Processing Know more >



Machine Learning + Deep Learning

Know more >



Infastructure

Know more >

Results

Implementations of a complete functional chatbot infrastructure

Response time: between 1-3 seconds

Capability of 30, 60, 100 conversations per minute (different levels of scalability)

Evaluation of successful conversations

Clients who already implemented this solution

Due to our security measures we can't mention current clients.



Our goal is to enable an agile experience for your costumers' communication. Give them what they want whenever they ask for it.

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Churn analysis

We generate models to predict the user propensity to unsubscribe from a service or subscription.

How it works?

profiles.

out of the service.



Customer data processing.



Classification of customer profiles.

Open source data processing to

integrate and enrich customer



Supervised learning models to analyze customer behavior and determine who is most likely to opt



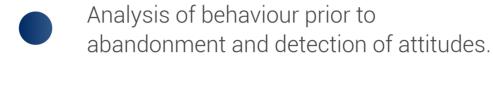
Creation of platform visualizations and/or reports of the results.

Through machine learning models we generate the best possible model to understand the behavior of customers in relation to any service. In this way we can understand the causes and generate corrective solutions, focus efforts on specific customers and anticipate customer abandonment.

Features



Classification and segmentation of user profiles based on the detection of patterns in their behaviour.



Generation of alerts when detecting possible abandonment.

Advantages



Be preventive

Make preventive decisions to avoid losing customers.



Target efforts

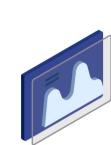
Channel customer service efforts towards specific profiles.



Improve customer service

Improve customer service significantly with relevant interventions.

Integrated capabilities



Machine Learning + Deep Learning Know more >



GIS Analysis





Graphs Know more >

Results

Customer classification and segmentation reports

Abandonment prediction model

System of alerts for possible abandonment attempts

Clients who already implemented this solution









Our goal is to understand the behavior of users in a certain service and anticipate their abandonment by generating the relevant alerts from an IA model.

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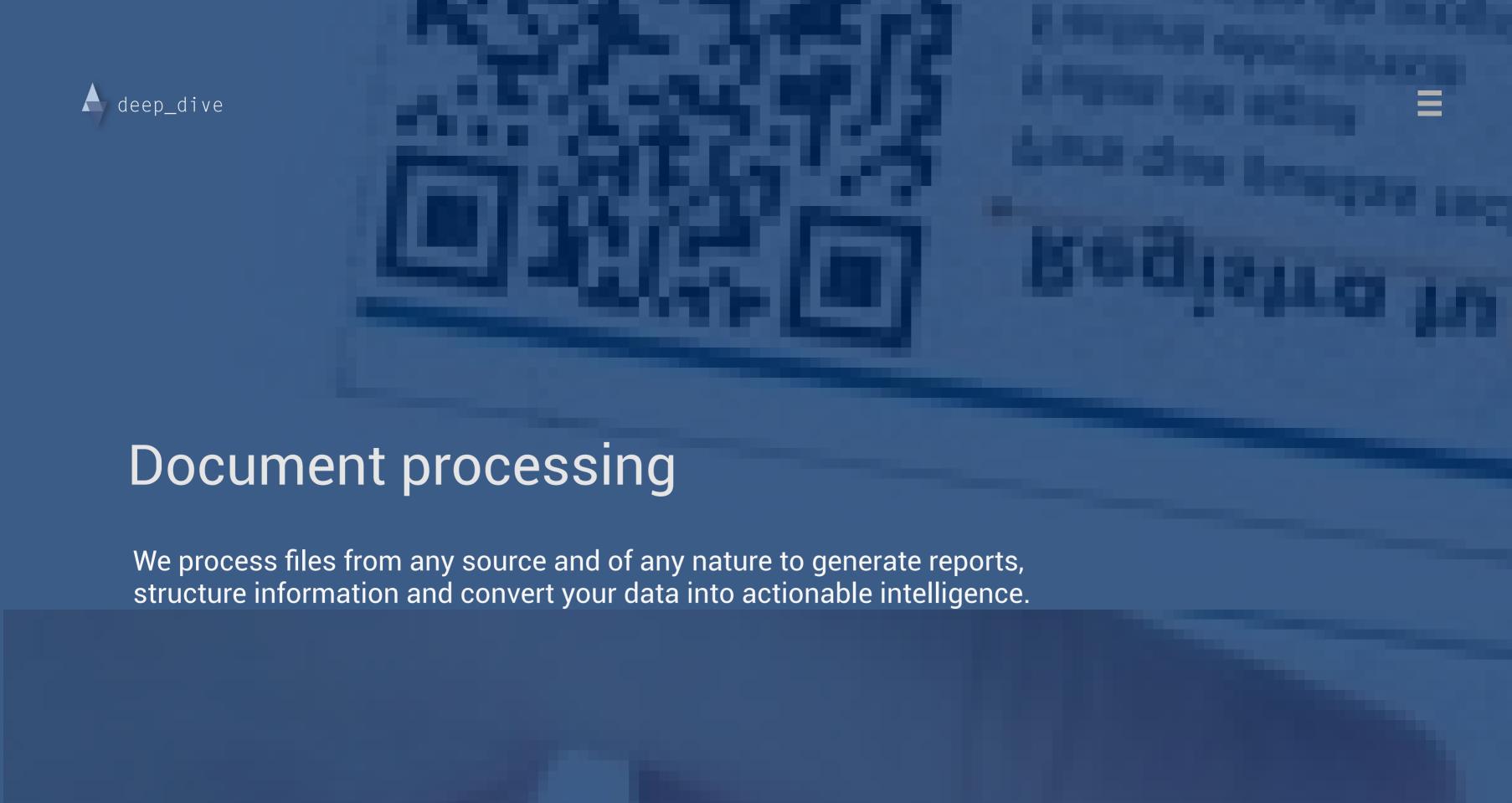
By role within the

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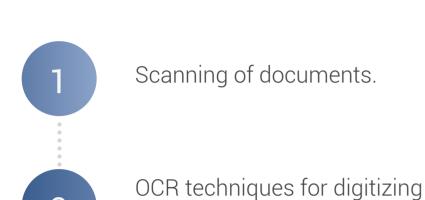








How it works?



NLP methods such as Named Entity Recognition to structure and 3 extract the necessary and/or

scanned information.

User confirms that the information automatically extracted is valid.

relevant information.

File Storage System. 5

Database integration, computer vision and OCR techniques are used to understand, sort, classify and structure documents according to customer needs.

Features

- Scanning of PDF tables to structured data in table format.
- Validation of personal identity documents.
- Crossing of files and generation of search tools.

Advantages



User friendly visualization

Structured information is easily visualized in a dashboard.



The review and analysis process is made faster,

Exhaustive analysis

extend the analysis.

activities.

Faster processes

i.e. something that used to take a person 6 months to review is now done in a few hours.

Allows to improve the document review and to



Smart resource allocation Automates repetitive and tedious tasks to allow resources to be allocated to value-added



Constant monitoring

Continuous monitoring of the relationship with customers.

Integrated capabilities



Natural Language Processing Know more >



Machine Learning + Deep Learning Know more >





Results

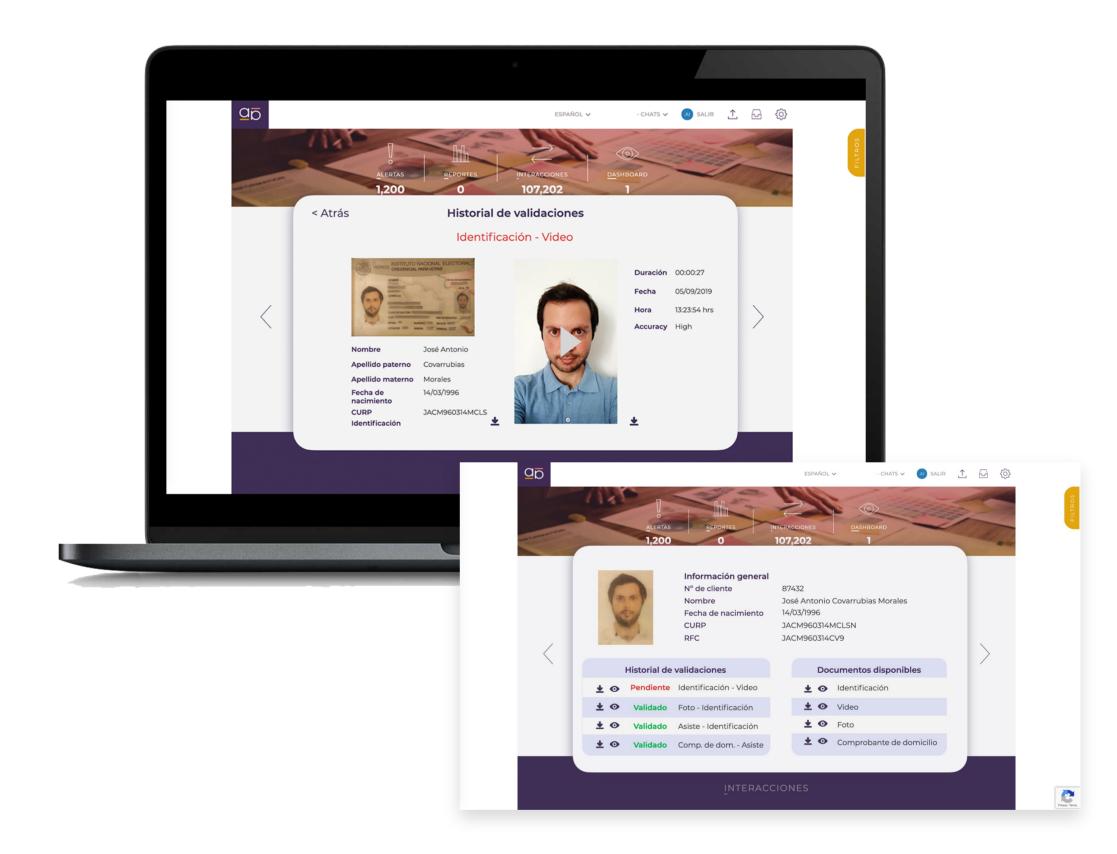
Significant increase in information processing efficiency

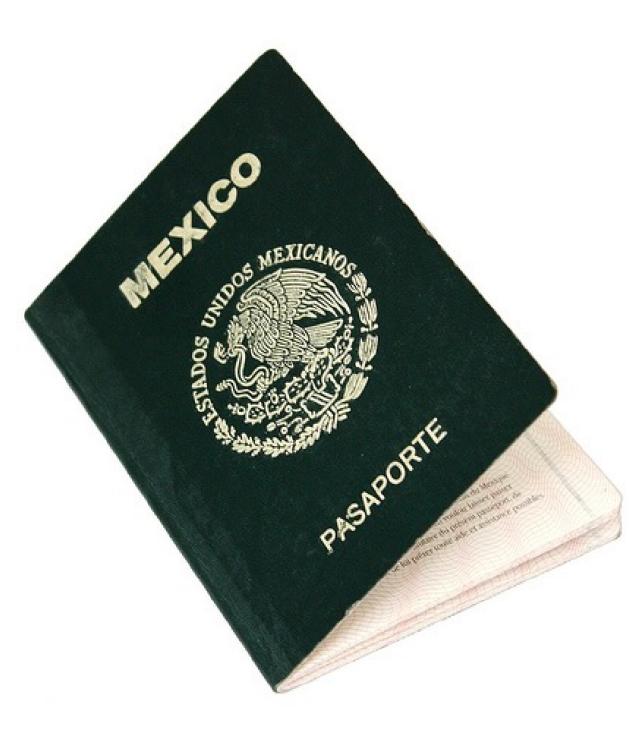
Process Automation

Development of automatic processing tools

Clients who already implemented this solution

Due to our security measures we can't mention current clients.





Our goal is to help you validate documents, analyze information that exists in unstructured formats and automate processes to increase the efficiency of your pipelines that require processing documents.

CAPABILITIES

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Organizational culture analysis

Through AI test we help our clients to better understand their working environment and define solutions that will help improve productivity in their business.

How it works?



An in-depth analysis is made of the client's needs and the areas that need intervention.

A questionnaire is designed and a



pilot of the questionnaire is launched, with the aim of carrying out analyses on the initial results and improving it

The questionnaire is deployed, in

conjunction with Behavioral



Science mechanisms to increase Targeted actions are carried out to

ensure that as many individuals as



Statistical analysis and text analysis (NLP) are performed, timely results are delivered.

possible respond deeply.

Using and designing customized surveys, we use NLP and statistical advanced methods to understand and segment the atitudes, values, and behaviors of the people who work in a particular space.

Features



- Survey design.
- Analysis of the results and classification of attitudes and groups inside the working space.
- Metadata creation from the reports.

Advantages



Anomaly detection

Detect atypical cases and generate alerts to be attended by the specialist.



Productivity increase

Helps create strategies that improve productivity inside the working environment.



High engagement

Response rate over 60% in surveys (average is 30%).



Exhaustive analysis

Allows to improve the document review and to extend the analysis.

Integrated capabilities



Natural Language Processing Know more >



Machine Learning + Deep Learning Know more >

Results

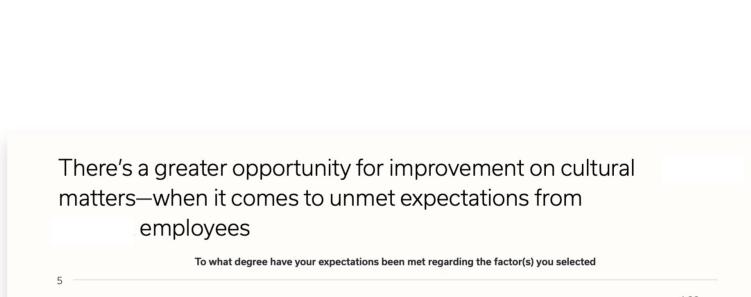
Digital structured databases for reports.

Analytical reports.

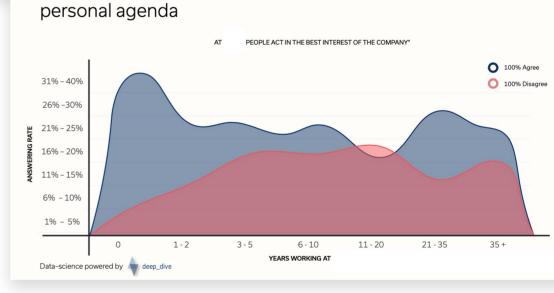
Creation of a centralized repository with all the information.

Clients who already implemented this solution











Our goal is to help you understand your data, enrich it and integrate it to cover all your information necessities, optimize all your datarelated processes and deliver value and intelligence from it.







Automated report generation

We integrate and synthesize relevant information and present it in a flexible and easily accessible format.

How it works?



Initial design of deliverables with the client.



Connection to customer information sources/definition of information dispatch scheme.

Review and purge with the client of



Defining parameters for alerts.

fields irrelevant to the analysis.



Creation of displays on the platform and enabling access for the client.

We integrate data regardless of its format (.xlsx, .pdf, .txt and others), process it and present it in a visualization platform designed together with the client. If necessary, we can create reports in traditional formats (Powerpoint, Keynote, Excel) containing this same information.

Features



Possibility of making visualizations of different types: dispersion, bars, tree map, heat map, map with geolocation, pivot tables, foot, meter, word cloud, among others.

Availability to trigger alerts when specific parameters are met.

Advantages



User friendly visualization

Structured information is easily visualized in a dashboard.



Faster processes

The review and analysis process is made faster, i.e. something that used to take a person 6 months to review is now done in a few hours.



Allows to improve the document review and to

Exhaustive analysis

extend the analysis.



Automates repetitive and tedious tasks to allow

Smart resource allocation

resources to be allocated to value-added activities.



Continuous monitoring of the relationship with

Constant monitoring

Flexible structure

customers.

Continuous monitoring of the relationship with customers.

Integrated capabilities





Results

Structure database of reports in a digital platform

Analysis reports

Clients who already implemented this solution









Encuestas deep_dive 1.9% ↑ 3.8% ↑ 1.0% ↑ atención claridad en a amabilidad buena atención tiempos de atención mal servicio calidad del servicio

Our goal is to automate the extraction of useful information for the client.

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organization









Emotionmeter

We segment the audience, identify and measure their emotions during their stay in a given space.

How it works?



The camera takes video in real time.



Faces are detected and segmented.



Thanks to a supervised learning model, faces are processed to measure their emotions according to their facial expressions.

A 'trust' percentage is then



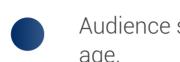
calculated, going from 10% to 100%, in which the person truly has the emotion from the capture.

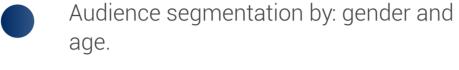


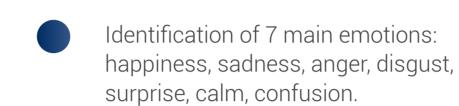
Afterwards, through an algorithm, faces are colored according to the highest trust emotion.

With deep lens cameras and computer vision technology we are able to recognize individuals and their microexpressions. After processing the images, visualizations are made that allow us to analyze the variation of emotions in the experience.

Features







Mapping the flow of emotions over time.

Advantages



Profiling

Identifies the profile of the attendees without the need for registration.



Rate engagement

Evaluates the user's involvement with the various activities, workshops, or talks.



Emotion analysis

Analyze the emotions evoked by your experience.

Integrated capabilities



Computer vision

Know more >



Results

Real time dashboard

Post-event reports

Clients who already implemented this solution













Our goal is to evaluate the reaction of users without having to ask for an opinion directly.

organization

By role within the









Fraud detection

We identify fraud patterns in bank transactions.

How it works?



KYC (Know your costumer) with different mined databases: extraction of information from different sources (local and external databases).



Network analysis to see if there is shared information.

Supervised Machine Learning



model to predict, with the information from the two previous steps, the probability of fraud.



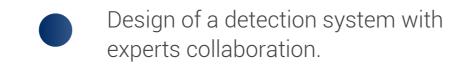
Visualizations: dashboards and alert generation.

Supervised learning model to predict if a transaction is or isn't fraud, from certain characteristics given.

Features



Creation of additional variables that better explain fraud.



Advantages



Anomaly detection

Detect atypical cases and generate alerts to be attended by the specialist.



Productivity increase

inside the working environment.

Helps create strategies that improve productivity



Cost saving

Save lots of hours analyzing transactions and amounts of possible fraud.



Objective analysis

Helps understand roots of different phenomenon that happen in the working space (HR).

Integrated capabilities



Machine Learning + Deep Learning Know more >



Graphs

Results

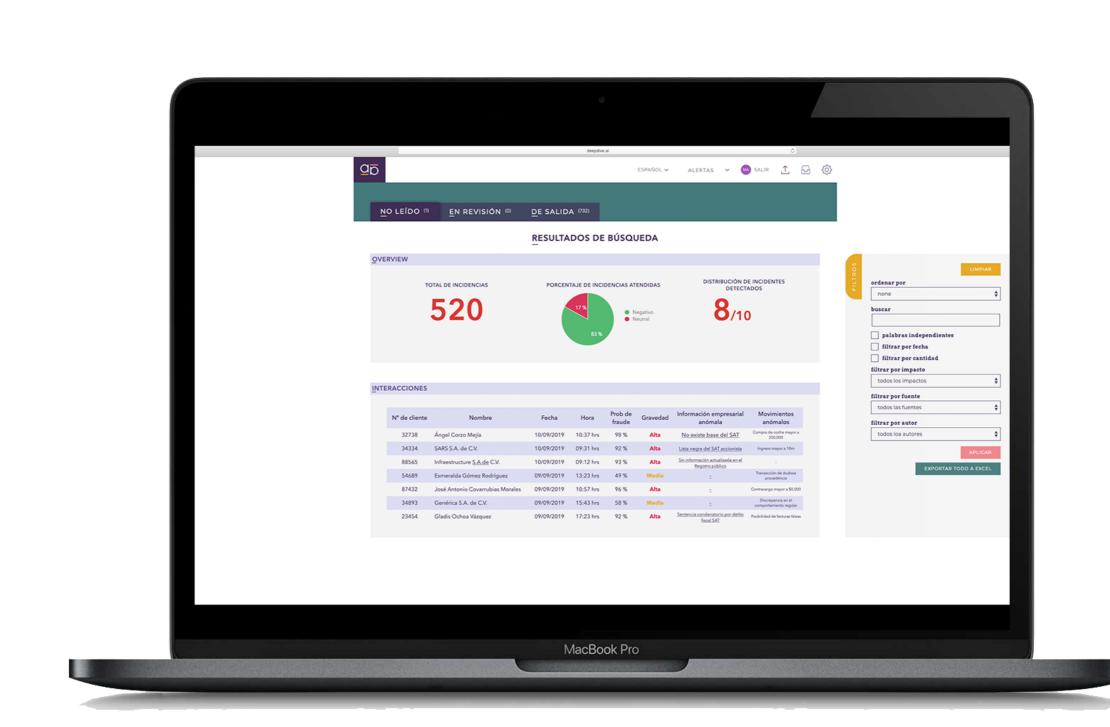
Database with fraudulent transactions.

Dashboard to visualize fraud probability.

Clients who already implemented this solution









Our goal is to develop tools to help you understand inside and outside fraud in your organization, automate detection and be one step ahead.

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FOLLOW THE LEADER











Money laundering risk assessment

We generate the intelligent systems that allow us to understand the dynamics of money laundering, detect patterns and identify agents involved in this crime.

How it works?



Mining databases that show information on legal entities, individuals and their assets.



Mixing information with a descriptive analysis of KYC.



analyze the probability of money laundering.

Use supervised learning model to



The natural or legal persons with high probability are shown in a table.

Information is extracted daily by the use of bots and filtered according to the interests of the client. The information is presented in an orderly manner and filtered according to the user's preferences. Alerts are automatically issued in case of relevant changes in the sector of interest.

Features





Crossing of files and generation of search tools.

Advantages



User friendly visualization

Structured information is easily visualized in a dashboard.



Faster processes

The review and analysis process is made faster, i.e. something that used to take a person 6 months to review is now done in a few hours.



Exhaustive analysis

Allows to improve the document review and to extend the analysis.



Smart resource allocation

Automates repetitive and tedious tasks to allow resources to be allocated to value-added activities.



Constant monitoring

Continuous monitoring of the relationship with customers.

Integrated capabilities



Machine Learning + Deep Learning Know more >



Results

Significant increase in information processing efficiency

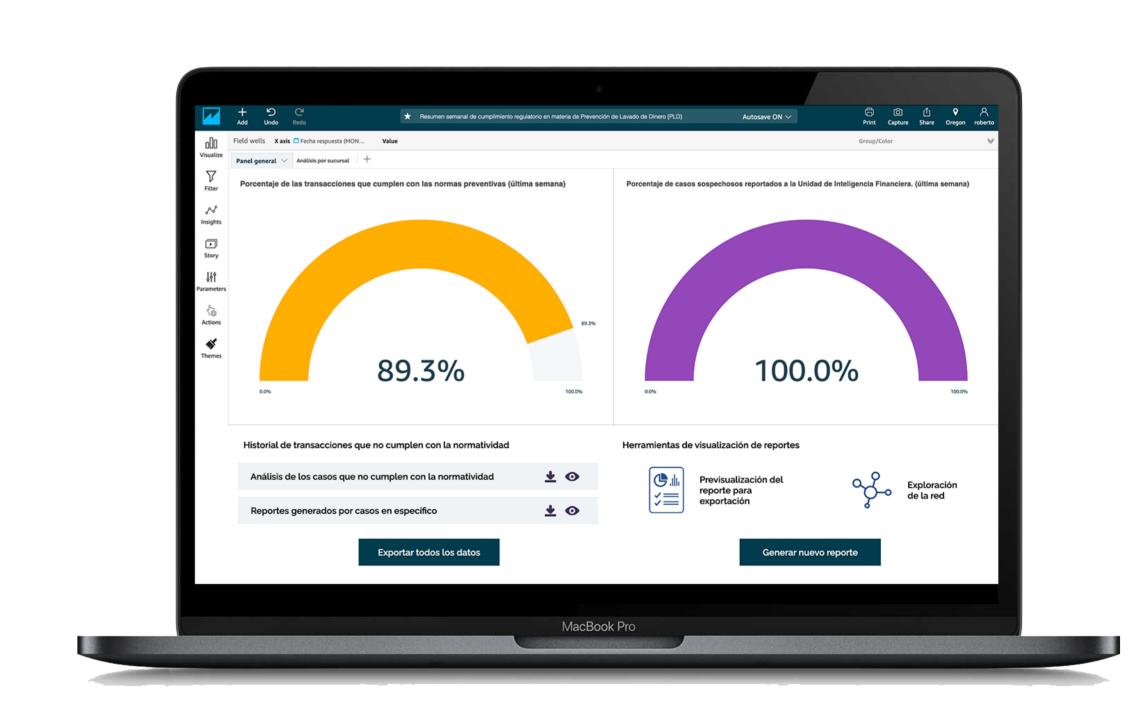
Process Automation

Network analysis reports and money laundering detection cases

Integration and interaction of money laundering.

Clients who already implemented this solution







Our goal is to reduce the difficulty in detecting money laundering though business analysis and anomaly detection.

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Accounting with ML

Conversion of accounting report files into digital and analysis of their content.

How it works?



Accounting report extraction. Documents are extracted and structured data is obtained.



The data is cleaned to remove 'noise'.



Data analysis and report generation.

Artificial intelligence is used to convert accounting reports to digital format and then algorithms are applied to generate analysis.

Features



Scanning of PDF tables to structured data in table format



Generation of metadata on reports.

Sentence meaning analysis.

Advantages



User friendly visualization

Structured information is easily visualized in a dashboard.



Faster processes The review and analysis process is made faster,

Exhaustive analysis

i.e. something that used to take a person 6 months to review is now done in a few hours.

Allows to improve the document review and to



extend the analysis.

Smart resource allocation Automates repetitive and tedious tasks to allow

resources to be allocated to value-added



Constant monitoring

activities.

Continuous monitoring of the relationship with customers.

Integrated capabilities



Natural Language Processing Know more >



Machine Learning + Deep Learning Know more >



Computer Vision Know more >

Results

Structured database of reports in digital

Post-event reports

Generation of automatic alerts according to the parameters of interest of the company.

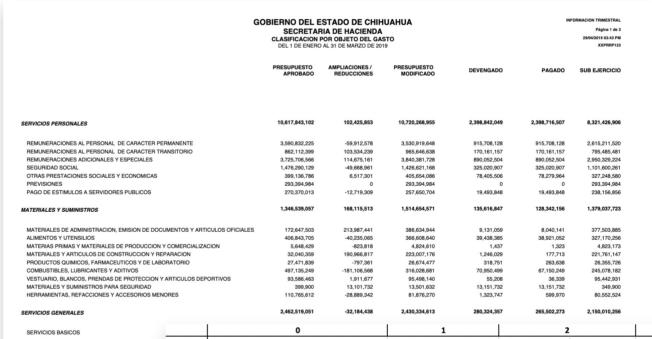
Current clients











	0	1	2	3	4	5	6
0		PRESUPUESTO APROBADO	AMPLIACIONES / REDUCCIONES	PRESUPUESTO MODIFICADO	DEVENGADO	PAGADO	SUB EJERCICIO
1	SERVICIOS PERSONALES	\$10,617,843,102.00	\$102,425,853.00	\$10,720,268,955.00	\$2,398,842,049.00	\$2,398,716,507.00	\$8,321,426,906.00
	REMUNERACIONES AL PERSONAL DE CARACTER						
	PERMANENTE	\$3,590,832,225.00	(\$59,912,578.00)	\$3,530,919,648.00	\$915,708,128.00	\$915,708,128.00	\$2,615,211,520.00
3	REMUNERACIONES AL PERSONAL DE CARACTER						
	TRANSITORIO	\$862,112,399.00	\$103,534,239.00	\$965,646,638.00	\$170,161,157.00	\$170,161,157.00	\$795,485,481.00
1	REMUNERACIONES ADICIONALES Y ESPECIALES	\$3,725,706,566.00	\$114,675,161.00	\$3,840,381,728.00	\$890,052,504.00	\$890,052,504.00	\$2,950,329,224.00
5	SEGURIDAD SOCIAL	\$1,476,290,129.00	(\$49,668,961.00)	\$1,426,621,168.00	\$325,020,907.00	\$325,020,907.00	\$1,101,600,261.00
5	OTRAS PRESTACIONES SOCIALES Y	\$399,136,786.00	\$6,517,301.00	\$405,654,086.00	\$78,405,506.00	\$78,279,964.00	\$327,248,580.00
7	PREVISIONES	\$293,394,984.00	\$0.00	\$293,394,984.00	\$0.00	0	\$293,394,984.00
8	PAGO DE ESTIMULOS A SERVIDORES PUBLICOS	\$270,370,013.00	(\$12,719,309.00)	\$257,650,704.00	\$19,493,848.00	\$19,493,848.00	\$238,156,856.00
9	MATERIALES Y SUMINISTROS	\$1,346,539,057.00	\$168,115,513.00	\$1,514,654,571.00	\$135,616,847.00	\$128,342,156.00	\$1,379,037,723.00
10	MATERIALES DE ADMINISTRACION EMISION DE						
	DOCUMENTOS Y ARTICULOS OFICIALES	\$172.65	\$213,987,441.00	\$386,634,944.00	\$9,131,059.00	\$8.04	\$377,503,885.00
1	ALIMENTOS Y UTENSILIOS	\$406,843,705.00	(\$40,235,065.00)	\$366,608,640.00	\$39,438,385.00	\$38,921,052.00	\$327,170,256.00
12	MATERIAS PRIMAS Y MATERIALES DE						
	PRODUCCION Y COMERCIALIZACION	\$5,648,429.00	(\$823,818.00)	\$4,824,610.00	\$1,437.00	\$1,323.00	\$4,823,173.00
13	MATERIALES Y ARTICULOS DE CONSTRUCCION Y						
	REPARACION	\$32,040,359.00	\$190,966,817.00	\$223,007,176.00	\$1,246,029.00	\$177,713.00	\$221,761,147.00
14	PRODUCTOS QUIMICOS FARMACEUTICOS Y DE						
	LABORATORIO	\$27,471,839.00	(\$797,361.00)	\$26,674,477.00	\$318,751.00	\$263,638.00	\$26,355,726.00
.5	COMBUSTIBLES LUBRICANTES Y ADITIVOS	\$497.14	(\$181,106.57)	\$316,028,681.00	\$70,950,499.00	\$67,150,249.00	\$245,078,182.00
16	VESTUARIO BLANCOS PRENDAS DE PROTECCION						
	Y ARTICULOS DEPORTIVOS	\$93,586,463.00	\$1,911,677.00	\$95,498,140.00	\$55,208.00	\$36,339.00	\$95,442,931.00
.7	MATERIALES Y SUMINISTROS PARA SEGURIDAD	\$399,900.00	\$13,101,732.00	\$13,501,632.00	\$13,151,732.00	\$13,151,732.00	\$349,900.00
18	HERRAMIENTAS REFACCIONES Y ACCESORIOS						
	MENORES	\$110,765,612.00	(\$28,889,342.00)	\$81,876,270.00	\$1,323,747.00	\$599,970.00	\$80,552,524.00
19	SERVICIOS GENERALES	\$2,462,519,051.00	(\$32,184,438.00)	\$2,430,334,613.00	\$280,324,357.00	\$265,502,273.00	\$2,150,010,256.00
20	SERVICIOS BASICOS	\$264,992,079.00	\$20,313,450.00	\$285,305,529.00	\$46,351,805.00	\$45,123,484.00	\$238,953,724.00



Our goal is to reduce the time to review accounting reports and obtain valuable information.

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