

# IN THE LOOP

## VÉRTERE NEWSLETTER



## From West to East, Vértere Collides with Fortis TCI



Engaging with offshore clients allows Vértere to expand horizons, embracing the opportunity to work across different cultures and industries. This exposure not only enriches expertise but also drives to continuously innovate and tailor services to meet the unique demands of each client.

We are excited to announce a strategic partnership between FortisTCI, the leading electricity provider in the Turks and Caicos Islands, and Vértere Global Solutions Last April 2024. This partnership aims to leverage Vértere's technological expertise to enhance FortisTCI's operations, improve customer service, and drive innovation in energy management.

The collaboration between FortisTCI and Vértere Global Solutions aims to leverage the strengths of both organizations to improve FortisTCI's technological infrastructure and service delivery. By combining FortisTCI's extensive industry experience with Vértere's technological expertise, aims to create a more efficient, sustainable, and customer-centric energy service.

From its humble beginnings with one talented professional sent last April, Vértere proudly expanded its reach by sending now a total of 5 skilled individuals abroad to work with FORTIS TCI. Their exceptional skills and dedication have not only enabled them to contribute effectively to FORTIS TCI but have also provided them with invaluable international experience.

This opportunity has allowed them to share their expertise while gaining new insights and knowledge from their global counterparts.



Beginning this year 2024, Vértere has been engaged by FortisTCl to step up its resiliency efforts on two key areas: Information Security and IT Service Management. For InfoSec, Vértere has deployed consultants to assess and assist in improving their security setup, while for ITSM, preparations are underway for Vértere to provide a 24/7 IT Service Desk for the entire FortisTCl organization.

It doesn't end there, however. A situation unique to TCl, perhaps owing to its history, culture, and status as a British Overseas Territory, is a marked difficulty for the island nation in producing a technically-skilled workforce, especially in high-technology fields such as IT. And as a growing, innovative organization, FortisTCl will have need for the kind of skilled hands that Vértere can undoubtedly provide.

As for the consultants deployed (or who will be deployed in the future), how does a working vacation sound? Gotcha there-- it's not really a vacation, but it might as well be. While the work is just as demanding (and fulfilling) as in any IT operation anywhere, the fact that the beach is just a 10-minute drive away can easily fool you that you're on a holiday as soon as you clock out. Not to mention the lack of so many conveniences we're used to in the city life-- fast food chains, public transportation, food delivery, 24-hour convenience stores-- will make you feel like you're on a sort of detox retreat, instead indulging in the healing effects of the fresh air, spectacular sea views, and delicious dishes you will probably only find there (and when you start missing home, there is that one Filipino restaurant). Well, you might like it or you might not, but one thing's for sure: they don't do work-life balance like they do in TCl. Did I mention the sun sets really late there, like mayb 7:30pm? Work the 8-5, beach by 6, swim 'til 7pm, then a sunset-lit beachfront dinner before the drive home? Sign me up!

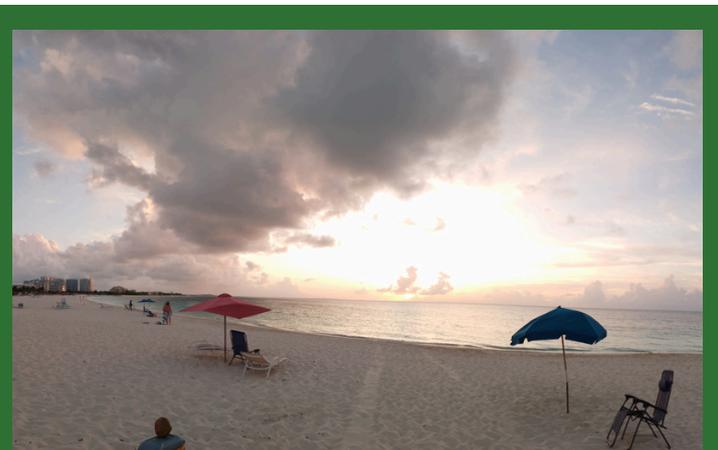
## Featured Story: **POWERING PARADISE**

by Mark Andrew R. Ringol  
(Technical Writer deployed to Fortis TCl)

Turks and Caicos. No, it's not a Salcedo Market collab between that popular shawarma brand and a hypothetical cake shop. Turks and Caicos Islands, or TCl for short, is actually a tiny Caribbean nation known for beaches that can rival our own Boracay, and for creative tax servi-- I mean, offshore financial services. Like the Cayman Islands, except smaller and without McDonald's. Great seafood, though. You can Google the rest.

What you probably won't find in search engines (but can read here in our newsletter!) is the word on the latest collab between Vértere and a company called FortisTCl. Essentially the Meralco of TCl, FortisTCl powers every luxury hotel, secluded resort villa, exclusive restaurant and most every family home and business in the archipelago.

Operating as a subsidiary of Fortis Inc., a powerhouse (pun intended) in the regulated gas and electricity utility industry in North America, FortisTCl is well-regarded in the hurricane-prone region not just for its reliability, but also its renewable energy programs and as an ISO-certified, Investors in People-accredited organization. As an electric utility company, it is also a top target for cyberattacks, and as the only electricity producer in the practically isolated island group, it needs to be ready and resilient in every aspect so as to continue delivering safe, reliable, and least-cost energy to its customers.



# GCASH: PIONEERING THE FUTURE OF DIGITAL FINANCE



## Vértere Welcomes GCash!

We are beyond excited to share some amazing news: GCash, the Philippines' leading mobile wallet, has officially joined forces with Vértere Global Solutions as of June 2024! This remarkable partnership represents a giant leap forward in our shared mission to revolutionize financial inclusion and drive technological innovation across the Philippines.

GCash, powered by Mynt (Globe Fintech Innovations, Inc.)—a collaboration between Globe Telecom, the Ayala Corporation, and Ant Financial—has been transforming the way Filipinos manage their finances since 2004. As the largest and most widely used e-wallet in the country, GCash empowers millions of users to pay bills, transfer money, shop online, and so much more, all from their mobile phones.

This partnership between GCash and Vértere Global Solutions is more than just a collaboration—it's a powerful synergy that promises to push the boundaries of what's possible in digital finance. With Vértere's expertise in IT-enabled services and innovative solutions, we're perfectly positioned to enhance GCash's already robust platform, making it even more accessible, reliable, and efficient for millions of Filipinos.

At Vértere, we are dedicated to supporting GCash's vision by providing essential resources and expertise. Together, we are committed to empowering consumers and shaping the future of digital finance in the Philippines. By combining our strengths, we aim to accelerate the adoption of digital financial services across the nation, particularly in underserved areas. This will not only provide more people with access to essential financial tools but also drive economic growth and financial literacy.

Our joint efforts will focus on expanding GCash's capabilities, ensuring that the platform remains at the forefront of technology, and continues to lead the way in the ever-evolving digital finance landscape. Through this partnership, we envision a future where every Filipino can confidently navigate the digital economy, making secure, convenient, and seamless transactions a part of everyday life. As we work together, GCash and Vértere are not just shaping the future of finance—we're making history.

# Celebrating the Success of Our Hire-Train-Deploy (HTD) Program Graduates



At Vértere Global, we firmly believe that the future of technology lies in the hands of those we nurture today. Our Hire-Train-Deploy (HTD) program embodies this belief, meticulously crafted to shape and empower the next generation of tech professionals. By blending intensive training with real-world application, we ensure that our graduates are not just industry-ready but are poised to excel in the ever-evolving tech industry.

We are thrilled to celebrate the recent cohort of our HTD program, a group of 12 dynamic individuals who have shown remarkable commitment, adaptability, and enthusiasm throughout their training journey from July 1 to July 31, 2024. Each graduate brings a unique perspective, enriching the diversity that drives innovation at Vértere.



The success of our program is rooted in a comprehensive approach that includes expert-led training sessions in Quality Assurance (QA), immersive hands-on projects, and mentorship from seasoned industry leaders. Under the expert guidance of Ma. Dorothy D. Manipon, and with invaluable coaching from Venn Ronal Cabalu, our trainees underwent rigorous preparation, ensuring they are well-equipped to tackle the challenges of their new roles with confidence, creativity, and a drive for excellence.



We are proud to announce that all members of this cohort successfully passed the client's assessment and have now been deployed to one of our esteemed clients, a leading global financial services company. This achievement is a testament not only to the hard work of the graduates but also to the unwavering support of our sponsors, Noel F. Espina (SVP for Sales and Delivery) and Deusdatus Bacud (Assoc. Client Services Director), who have been instrumental in the success of this program.



As we look to the future, we are confident that these graduates will continue to contribute significantly to the tech industry, embodying the values and expertise nurtured through our HTD program.

# CELEBRATING EXCELLENCE: PAR AND VMR AWARDING CEREMONY FOR Q2 2024



On July 5, 2024, the Sunkissed Cafe in BGC was abuzz with excitement as Vértere Global Solutions held its Perfect Attendance Reward (PAR) and Vértere Miles Reward (VMR) Awarding Ceremony for the second quarter of the year. This event was a special occasion to recognize the dedication and hard work of our employees who have demonstrated exceptional commitment.

A total of 267 awardees were honored for their achievements, and we were delighted to see 97 of them join us onsite for the ceremony. The atmosphere was warm and celebratory as our management team members, Missa Savellano and Irene Bartolome, welcomed the awardees and expressed their heartfelt appreciation for the unwavering dedication shown by our employees.

This event is more than just a recognition of perfect attendance and milestone achievements; it's a celebration of the values that make Vértere a Great Place to Work—dedication, perseverance, and a passion for excellence. We look forward to continuing this journey together and celebrating many more successes in the future.



# 2024 First Half Recap: A journey full of connection and celebration!

At Vértere Global Solutions, we take immense pride in being recognized as a **Great Place To Work®** Certified Company. This certification is more than just a badge—it’s a testament to our commitment to creating a workplace where every employee feels valued, engaged, and empowered. The first half of 2024 has been a vibrant testament to this commitment, with a range of employee engagement activities that brought our team closer together, sparked creativity, and celebrated the unique culture that makes Vértere a truly exceptional place to work.

## JAN

**Renewed Connections** - Kickstarting the year with the resumption of our Consultant Care Programs, enhancing support and engagement for our deployed resources.



## FEB

In February, we launched the **Share the Love** at Vértere Campaign, where employees celebrated Valentine’s Day through a fun and heartwarming photo challenge.



## MAR

In honor of Women’s Month, we’ve collaborated with Mind You PH to promote **Leading with Heartitude** Webinar, focusing on navigating compassion fatigue and leadership challenges for women.



## APR

Our Q1 PAR & VMR Awarding brought together 127 attendees, celebrating top performers. We wrapped up the month with a memorable **Summer Outing** at Club Laiya, attended by 211 employees, fostering camaraderie and fun in the sun.



## MAY

To honor our hardworking mothers, we gave out a special **Mother’s Day Gift**, showing our appreciation for their invaluable dedication.



## JUN

The celebrations continued with **Father’s Day Gift Giving** and a **Pride Month Awareness Campaign**. We also launched various **Interest Clubs** encouraging employees to connect over shared passions.

