



This is HP @ Guadalajara

HP Guadalajara Evolution



Simplifying processes, enabling revenue and margin through E2E Value chain innovation, automation and predictive modeling

1982

Manufacturing Operations / Scope: Latin America +Canada

1996

Distribution Operations
Scope: Latin America

2001

Global Business Center and the Global IT Support Center start operations
Scope: Worldwide

2009

Finance Excellence Center
Scope: Worldwide

2017

E2E Value Chain Innovation

2019

Predictive machines & automation

2020

Digital Transformation & Simplify



These are our functions...
HP @Guadalajara



Our functions @HP Guadalajara



Commercial Organization

LATAM & NA Market Sales
Support
Sales Operations

BU Functions

- Personal Systems Marketing
 - Print Marketing
- Graphic Solutions Business
- Office Printing Solutions

Tech
HP Labs

Finance
Global Functions

Supply Chain
Sustainability
Logistics

Strategy and
business Mgmt
CREWS
Global Indirect Procurement

Global Trade
Government Relations

IT
Innovation & Transformation
Infra engineering
IT Operations

Marketing
Marketing Services
Communications

Human Resources
Employee Experience
Talent Acquisition

Customer Support
• AMS Contact Center
• Mexico Delivery

HP @Guadalajara
in the
Digital Transformation...



e2e PROCESS EXPERTISE



BIG DATA ANALYTICS

PREDICTIVE MACHINES

DIGITAL MARKETING

TO ENHANCE

CUSTOMER INSIGHTS

BUSINESS INSIGHTS

DATA

AUTOMATION

DRIVEN

FUNCTIONAL TALENT

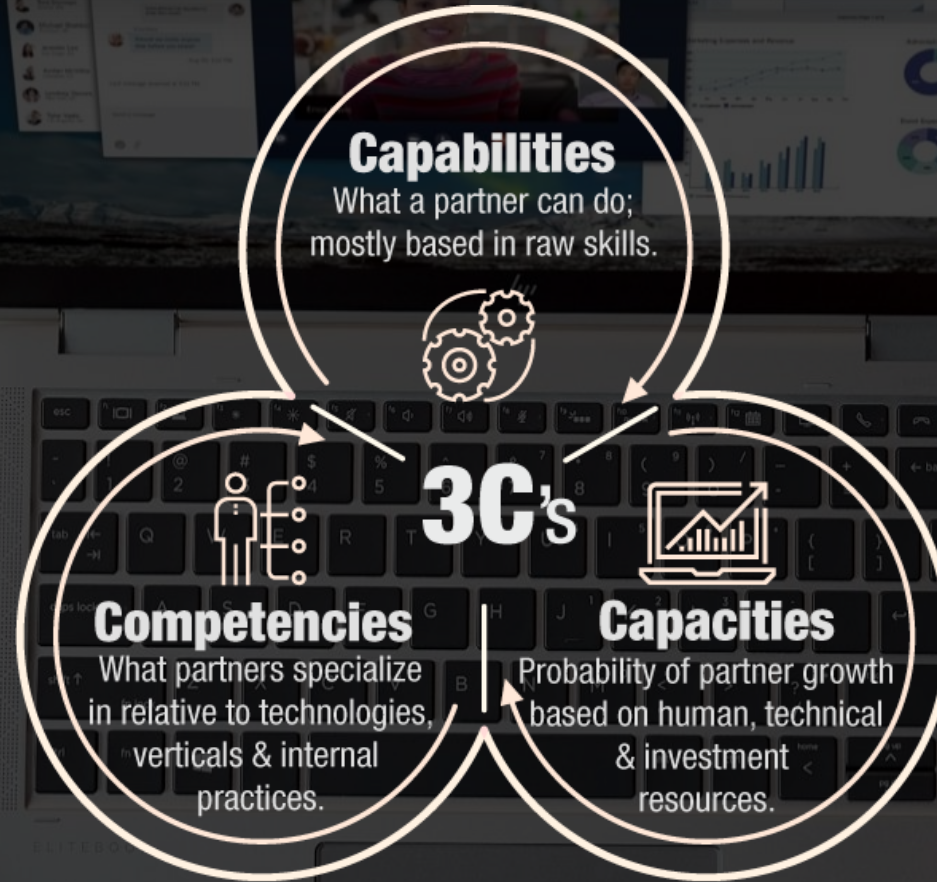
DECISIONS



People Alignment

Talent

ERP – S4
Big Data & Analytics
Cybersecurity
Cloud
Agile & PMP
ITIL & ITIL CSI
Automation
AI/ML
Complex Problem Solving
Design thinking
Mental Elasticity



Vendor performance management
S4 Design & Sustainment (Simplify)
Portfolio Project Management
Compliance
Cybersecurity Governance
Solution improvement
Simplification & Reporting
Leadership

Cognitive, Flexible and agile
workforce with a
strong intrapreneurship culture and
robust Collaboration spirit and
obsessive human experience
orientation.

Competencies + Digital development = Digital Driven Talent





Community Programs
 Create shared value between Business & Communities

Community programs portfolio
 Community impact tracking
 Community impact communications



Collaborating to make a difference

Chambers



Universities



Government



Thank you

