



We are a company based in Neuquén, Argentina. Since 1998, we've been delivering comprehensive IT solutions tailored to each client's needs. With over 25 years of experience in the industry, we work to empower our clients with technology that fits their goals.





The company

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Our main goal is to offer end-to-end tech solutions, including custom software development, integration of platforms and systems, advanced digital documentation management, process automation, and secure data storage.

We complement this with technical support, infrastructure management, audits, and strategic consulting—ensuring operational excellence and technological growth for our clients.

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Our team is made up of **more than 20 highly trained professionals**, constantly researching and staying up to date to provide **innovative answers** to the evolving challenges of every business we work with.



Our priority is to meet each client's needs by delivering tailored solutions, **with a focus on quality and personalized attention.**



To take on any challenge with greater support, ITSur is a member of **Infotech**, a **leading regional tech cluster**, and of the **Red Federal de la Economía del Conocimiento**. These partnerships allow us to collaborate with companies throughout the **country's productive ecosystem**.

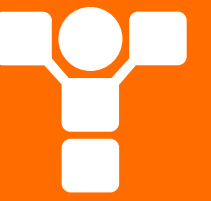
We're also a **Microsoft Partner**, which strengthens our ability to develop and support projects of any size and complexity.





Our values

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Everything we've learned by doing is now at the service of our clients.

Beyond technical knowledge, **we bring added value by applying our experience as capitalized learning, always aiming for outstanding results.** This approach allows us to deliver **strategic solutions**, understanding the particularities of each business and offering innovative ideas with a medium- and long-term perspective. We focus on cutting-edge technologies, business process redesign, and the integration of existing systems with new developments.

We work with commitment.

Nos involucramos con la necesidad del cliente para ponernos al servicio y resolverla, acompañando y conociendo en profundidad su situación.

We work with honesty.

We are transparent in the way we work, communicate, and recommend resources. We build honest, healthy relationships with our clients.

We work with strong human values.

Respect and empathy are our core principles—both within our team and in every interaction with clients.



Products

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Nahuel

Nahuel is an **all-in-one software solution designed to support the administrative management of non-bank financial institutions**. It covers operations such as credit and debit cards, personal loans, and consumer credit. Built on a solid architecture, Nahuel enables the management of critical processes like authorizations, settlements, collections, delinquency tracking, and document digitalization. Its modular structure and mobile/web-based functionality make it a versatile tool for handling financial operations of varying complexity.

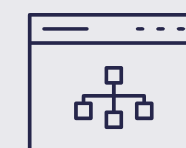
Key features

- Fast implementation
- 100% digital onboarding for all users
- Customization, adaptability, and integration with any service provider
- User-friendly interfaces: WinForms, Web, and mobile apps (for clients and merchants)
- Network management of affiliated entities (e.g. retailers)
- Automation of loan requests, approvals, and tracking
- Financial trust management
- Multi-payment method support
- Multi-currency management

Benefits



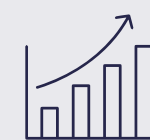
**Process
optimization**



High adaptability



**Ongoing
support**



**Improved
customer service**



Scalability



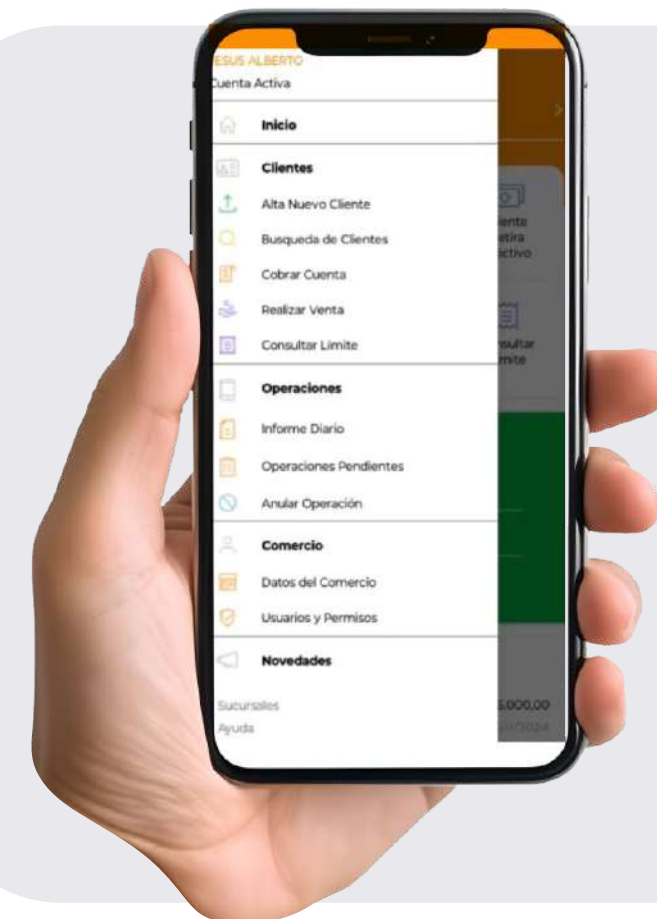
**Digital process
management**





Use cases. Examples.

Nahuel is a **complete solution to optimize and transform financial management** through adaptable web and mobile technology.



Nahuel implementation for comprehensive fintech service management

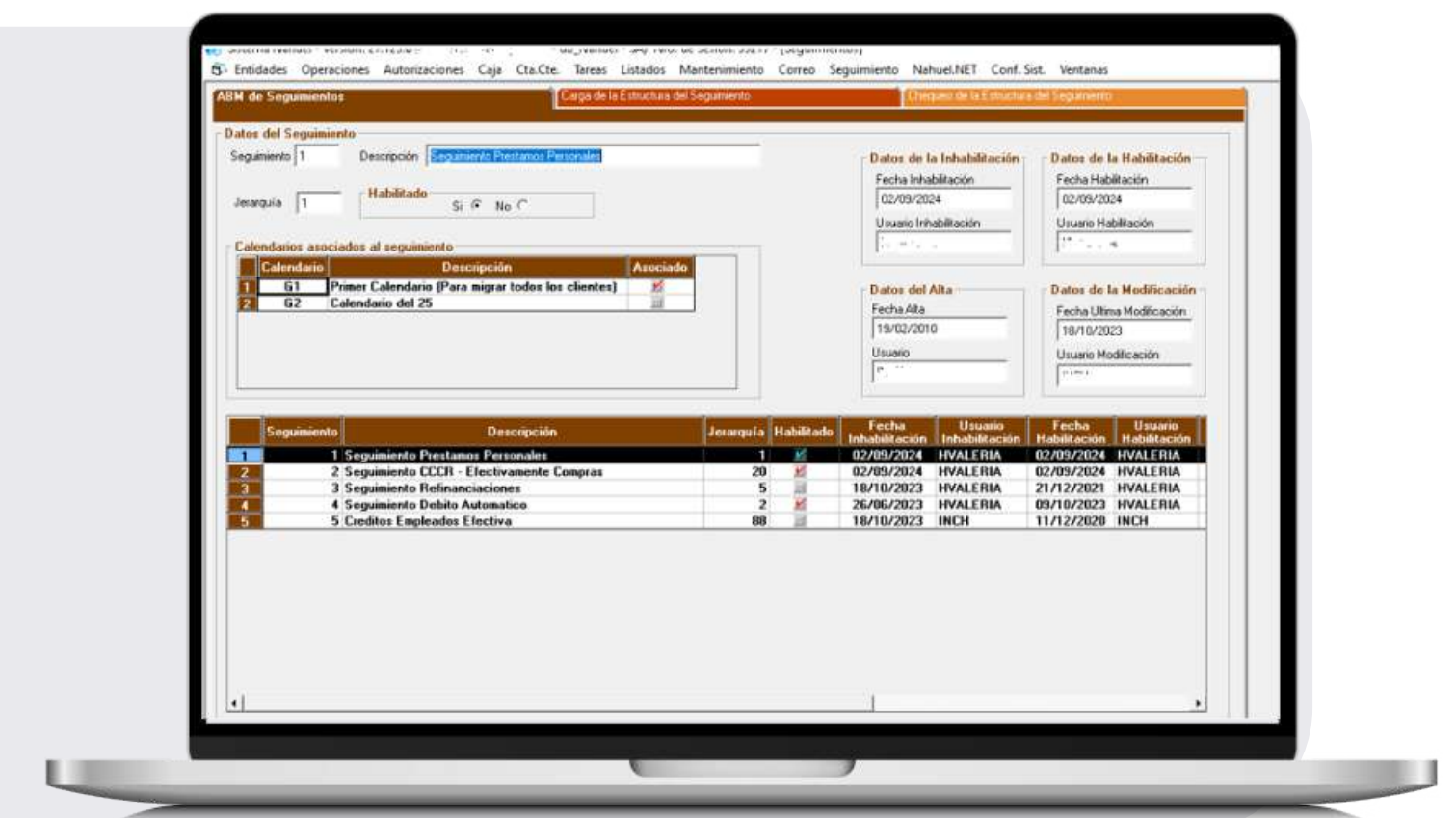
MOBILE SOLUTION

Includes e-wallets, store cards, consumer loans at retail locations, personal loans, financial trusts, payment processing, automatic debits, and delinquency tracking.

Deployment of Nahuel for collections and delinquency tracking

WEB SOLUTION

Fintech system for managing consumer credit in retail store chains.





What else can Nahuel offer?

Comprehensive **administrative** management

End-to-end operation of financial products: card issuance, credit authorizations, settlements, and delinquency tracking.

Advanced technical architecture

Client-server design with remote access, integrated with web and mobile apps for real-time operations.

Specialized modules

Personal data management, credit limits, delinquency tracking, and customizable workflows tailored to your needs.

Collections & trust **management**

Full collections handling in multiple currencies, including automatic debits, online payments, and portfolio management with stratification and selection of operations.

Mobile and web applications

Tools for both clients and merchants, including balance inquiries, payments, loan management, and financial tracking.

Interoperability & **automation**

Integration with transaction networks and host-to-host systems for real-time authorizations and queries.

Digital documentation

Centralized digital archiving of contracts and documents, accessible from any point in the platform.

Flexibility, **security** and auditing

Customizable operations, due dates, and financing options, with access controls, transaction audits, and detailed reports ensuring integrity and traceability.



Services

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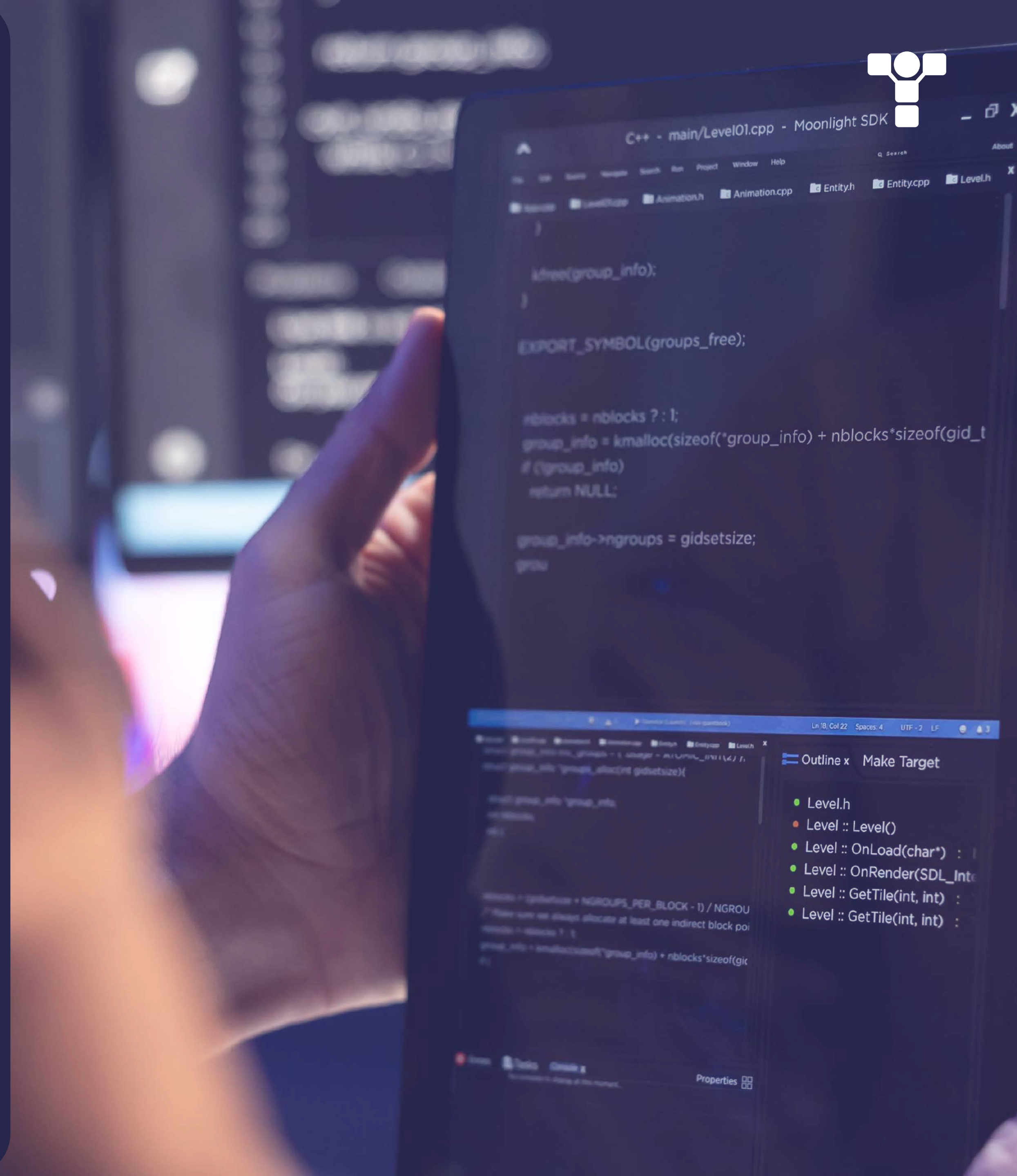
System Development & Integration

- Development of integrated, end-to-end solutions.
- Client-server platforms.
- Web platforms.
- Mobile platforms (Android & iOS).
- Industrial platforms.

Process consulting

- Analysis of existing processes.
- Design of new workflows.
- Procedure optimization.
- Job role and function descriptions.
- Selection and implementation of existing systems

Systems auditing





IT Infrastructure

We provide comprehensive IT infrastructure solutions aligned with our clients' business goals. Key services include:

- **Technology asset management:** Full hardware and software inventory, tracking, and maintenance.
- **Network and connectivity:** Installation, configuration, and management of network assets to ensure optimal performance.
- **Power infrastructure:** Implementation of uninterruptible power supply (UPS) systems for servers and workstations.
- **Digital transformation:** Full cloud or hybrid infrastructure solutions using platforms such as Windows Azure, Office 365, and AWS.
- **Cybersecurity:** Consulting, design, and implementation of advanced security policies, including antivirus, remote access, VPNs, and more.
- **Tech resilience:** Design of contingency plans and disaster recovery strategies.
- **Specialized technical support:** Hardware and software support for workstations, with up to 24/365 coverage.
- **Server management:** Installation, configuration, and administration of Windows or Linux servers—on-premise or SaaS.
- **Vendor management:** Coordination and supervision of third-party tasks, ensuring compliance with quality standards.





Consulting, Hardware & Software Sales

- Guidance and supply of new hardware, base software, and applications.
- Custom servers (Lenovo, Dell, HP).
- Components and full PCs in mid-tower, slim, or mini formats.
- Mikrotik and TP-Link routing and switching solutions.
- Microsoft licenses: Windows, Windows Server, CAL, Office 365, Office on-premise.
- ESET Endpoint Protection Advanced.
- Warranty and license management.





Clients

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Kompass is a company that provides services in hydrocarbon production fields.

Our solution

Development of a system for testing anchors and guy wires in oil installations.



Estudio Soto is a professional services firm that helps clients manage risks and improve performance.

Our solution

IT support and infrastructure services. Deployment and maintenance of the main data center.



Naldo is an Argentine retail company selling appliances, tech products and home goods.

Our solution

Implementation and launch of the Nahuel System, a fintech solution for consumer credit in retail chains. Late payment tracking and collection management.



Clínica Pasteur has been delivering comprehensive healthcare for over 50 years, combining human care, medical excellence and advanced technology.

Our solution

System audit and consulting services, covering infrastructure, in-house software and third-party applications.



Union and Mutual of the Hierarchical and Professional Personnel of the Private Oil & Gas of Neuquén.

Our solution

For the Union (SPJ): Data center construction, IT support, infrastructure, security and data safeguarding.
For the Mutual (MPJ): Custom software development for full mutual management, including pharmacies, dentistry, ophthalmology, etc., as well as the administration of recreational centers.



A metalworking company based in Neuquén that provides products and services for the oil, gas, and petrochemical industries.

Our solution

Software and electronics development for valve certification in the Oil & Gas sector.

AgroFresh

AgroFresh offers integrated pre- and post-harvest solutions to preserve freshness and quality.

Our solution

IT support and infrastructure services.



A consulting and auditing firm led by Certified Public Accountants, with support from attorneys, engineers and other professionals.

Our solution

High-availability services to ensure continuous operations.
Technical support and infrastructure.

esmet

ESMET helps entrepreneurs, SMEs and large companies optimize their workspaces through premium products and services.

Our solution

Data center construction, IT support and infrastructure.
Development consulting and advisory services.

Efectivamente

Offers fast cash loans through a network of over 600 partner stores, providing instant personal credit with just an ID.

Our solution

Implementation of the Nahuel system for all fintech services: e-wallet, store credit cards, consumer loans, personal loans, financial trusts, payment methods, auto-debits, and late payment tracking.



An educational institution with over 30 years of experience, offering programs at all levels—from courses and tertiary degrees to diplomas.

Our solution

IT support and infrastructure services, data center deployment and maintenance. Cloud management and configuration on AWS and Azure.



SANOVO GREENPACK produces molded pulp packaging that is 100% recyclable and biodegradable, with a strong commitment to quality.

Our solution

IT support and infrastructure services for networks, servers, assets, backups, and contingency plans.



POLLOLIN SA is a vertically integrated poultry company, managing everything from incubation to product distribution.

Our solution

IT support and infrastructure services, with consulting for high availability solutions.



Delivers comprehensive security services with highly trained staff and cutting-edge technology to ensure safe environments.

Our solution

Web and mobile solution development for patrol control and attendance tracking for security personnel in the oil & gas industry.



Distributes heating and cooling equipment and supplies nationwide, with a strong presence in Patagonia.

Our solution

ERP system implementation, IT support and infrastructure services.



Offers products for the responsible development of unconventional resources, and provides last-mile and on-site management services.

Our solution

Integration of the supplier portal "cobranzas.com" with SAP Business One.



An accounting firm specializing in oil & gas, real estate, construction, trusts, logistics and transportation, knowledge economy, healthcare and retail industries.

Our solution

IT support and infrastructure services, consulting on security policies and quality standards, data center control, preventive and corrective maintenance.



MegaPractical (Mexico) is a leading software solutions company focused on interoperability for high-volume transactions.

Our solution

Consulting services for implementing fiscal validation standards in Chile, Argentina, Paraguay and Uruguay. Support for the rollout of the "Mega Factura" platform in ALSEA.



ITSUR

Trained and committed
to be your tech partner.

iThank you!

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