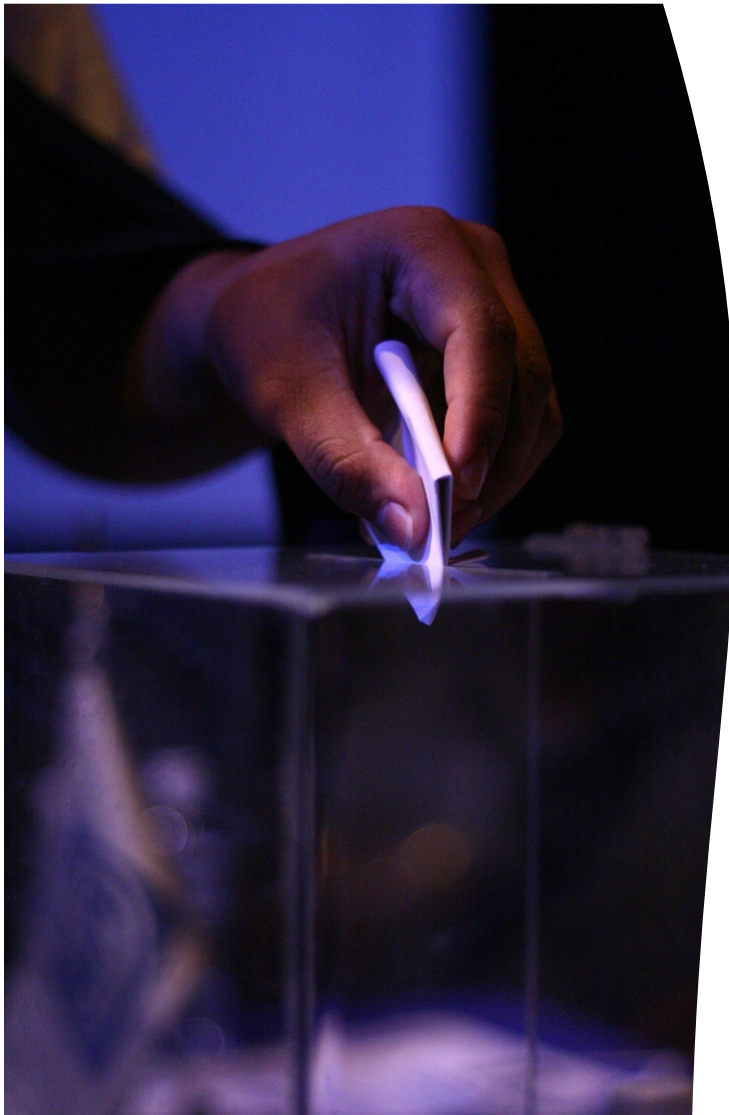


Providing for actual needs right on time



For the Venezuelan elections held in December 2006, Telecom Venezuela faced a significant challenge. They needed to have a system for obtaining actual elections information before the National Elections Committee published the official results.

In order to do this, a sample of 500 polling stations throughout the country was selected and a Call Center with 50 operators was created in Caracas. Each one relied on a predefined list of 10 people, corresponding to each polling station, who would provide the information required.

But the true challenge was gathering the information in real time. Fast and accurate results were needed, and GeneXus appeared to be the perfect solution. A simple data loading form was designed and centralized from a server with 50 terminals (one for each employee at the call center), with all the relevant security requirements in place so that the total information could not be viewed from any single computer.

Although the election was to be decided between two candidates, 106 data boxes were needed, mainly due to the multiple parties participating. In order to avoid any possible error, the system was designed in such a way that each datum was loaded twice. If they were different, the system required them to be checked and did not allow going on to the next one.

The result just couldn't have been better –there was only 1% discrepancy with the real data eventually provided by the National Elections Committee, which highlights the fact that this excellent experience demonstrated the system's advantage for fast and efficient developments.