



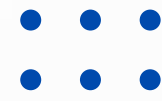
**TIEXPRESS**  
OUTSOURCING DE TI

**Visite nosso site**

**[www.tiexpress.com.br](http://www.tiexpress.com.br)**



# About The Company



## the beginning

Founded in March 2009 when it was a Startup, TIEXPRESS acted in a generalist way in the IT market, supplying the demand of B2B and B2C with a focus on remote and punctual Help Desk calls. As HelpDesk24h, the central point of contact with the customer was our E-commerce, where technical assistance packages were sold. During the transition period, we were allocated on Google Campus where we had strategic follow-ups and positioning suited to our Business and brand..

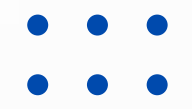


2009

Startup



# About The Company

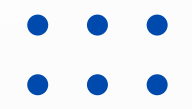


## Maturity

In 2011, we changed the trajectory of the business, further improving our business plan and at that moment we understood that we had to focus only on Corporate service, with a primary role in Information Technology Management, and on organized and centralized delivery, adapting operations according to with the needs of each customer. It was then that we became TIEXPRESS NEGÓCIOS E SOLUÇÕES, a company that would later specialize in Information Technology Governance and Management.



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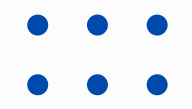


## Specialization

In 2012 we specialized in the main areas of governance and management, mainly in libraries of good infrastructure practices such as ITIL and Cobit. TIEXPRESS started to base its operations on ISO international standards and on all fronts of good practices in Information technology, from Service Delivery to Service Support.



# About The Company



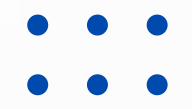
## Overseas Experience

In 2015, TIEXPRESS opened its first Outsourcing operation in the United States, more precisely in Silicon Valley, located 1 hour from San Francisco in Mountain View, California, a region where large world-renowned technology companies were born, such as Apple, Dell , Google, HP among others. The IT Team worked on projects in the State of California and also in the State of Florida, serving Brazilian clients based in the United States and also American clients. Today TIEXPRESS still serves some customers on a punctual basis, and others monthly, this time in New York.



2011 B2B      2012 Specialization      2015 USA

# About The Company



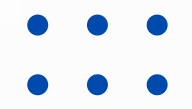
## Excellence in Technology Award

In 2021 our CEO, Felipe Pereira was nominated to receive the Excellence in Information Technology award by Intercon, one of the most prestigious and positioned technology events in the United States.

The award ceremony took place during the event at the MGM Grand, in Las Vegas - California - USA.



# About The Company



In 2026, as part of a restructuring process, TIExpress Negócios e Soluções acquired a new company, strengthening our operational structure, expanding technical capabilities, and improving internal processes. This evolution directly reflects our purpose of delivering more agile, secure, and strategic information technology solutions. The company was renamed **TIEXPRESS OUTSOURCING EM TECNOLOGIA**.



Pleasure, we are  
TIEXPRESS

# Values Mission and Vision

## Values

We understand that our customers are part of the foundation of our company, we also know that a dedicated and happy employee with their work is the secret to maintaining a solid, firm and reliable foundation. That's why the formula for TIEXPRESS' success lies in the way we take care of our collaborators and customers.



# Values

# Mission and Vision

## Mission

- To adapt strategic solutions to the client's business;
- Reduce operating costs;
- Return the focus of our customers to the branch of activity of origin;
- Manage and Support Information Technology and its infrastructure;
- Always act and respect market standards and trends;
- Respect the environment, using IT GREEN techniques;

Maintain, Support, Govern and implement information security policies.



# Values Mission and Vision

## Vision

### Solutions that fit your Business

The IT area is aligned with the company's business strategies, whether small, medium or large. That's why TIEXPRESS, present in the market since 2009, works under the "On Demand" IT concept, ready to adapt cutting-edge solutions focused on the best cost-benefit for your business. Our consulting techniques are based on Libraries of Good Practices in IT Infrastructure (ITIL, COBIT), thus respecting international norms and standards, including ISO 20,000 and 27,001. We are focused on the main technological needs of the day-to-day, serving any size of business business.



# Methodology of work

**Assessment:** internal technology audit that aims to raise any non-compliance in the IT department, such as; failures in governance processes, vulnerabilities in information security, failures or breaches in computer networks, firewalls, among other points.

**Compilation:** Data analysis of the nonconformities found, sharing with the client during the project Kick-off meeting. At this meeting, the strategic planning of the actions to be taken and deadlines for adaptation are defined.

**Go On:** Start of IT department restructuring activities with weekly, biweekly or monthly status meetings and follow-ups, according to the volume of actions to be worked on.



# Analysis post assessment

## Simple Nonconformities

- Non-conformities found that are not harmful to the company's operation, that is, there is no risk to the business, it has low criticality, but treatment and adequacy are important.

## Moderate Nonconformities

- Nonconformities found that can be harmful to the company's operation, that is, there is a risk to the business, it has medium criticality, treatment and adequacy is necessary.



## High Nonconformities

- Nonconformities found that are quite harmful to the company's operation, that is, they have a high risk for the business, have high criticality, and must be treated and adapted immediately.

## Critical Nonconformities

- Nonconformities found that are extremely harmful to the company's operation, that is, they have a very high risk for the business, are highly critical, and require priority treatment and adequacy.

# Some of our Customers



# Our Executives & Partners



**Felipe Pereira**

CEO

**Chief Executive Officer**



**Andreza Lisboa**

COO

**Chief Operating Officer**



**André Dias**

CTO

**Chief Technical Officer**

# Thank you very much for your attention



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