

The leaders of Zoluxiones are building a new digital future for their clients and now for their family in Charlotte.

Gerardo Lopez and his wife, Nelly Navarro, have expanded what is a significant professional services firm in Peru to Charlotte. Lopez, the CEO, will travel between the company's headquarters in Peru, where there are more than 400 employees, commercial office in Mexico, and startup office in Charlotte. Navarro, who is a director in the company, will oversee the Charlotte office launch and growth.

Zoluxiones – which is a take on the Spanish term for solutions, soluciones – opened this spring in One Independence Center in uptown. Professional services is the core of Zoluxiones' business, using technology to provide services like software development and staffing. The company offers analytics solutions, AI, IT staff augmentation and robotics customization for a variety of business sectors.

Zoluxiones has long-established relationships with major banks in Peru and Latin America. With a Charlotte presence, leadership hopes to expand its work with thriving North Carolina banks and other businesses.

"People here are very focused on business with a commitment to develop this city," says Lopez. "We want to participate in this development."

WHAT BROUGHT ZOLUXIONES TO CHARLOTTE?

Two years after the pandemic, we began to explore the international market outside of Latin America for our solutions. We thought the United States was a good market. We traveled to many different states, including Texas, California, Wisconsin, and Connecticut. We decided on Connecticut as the main place to develop our services. We returned to our headquarters in Peru, and we talked with an American friend and he said, 'why Connecticut? Why not North Carolina?' He started explaining how it's the second-largest financial city in the United States and it's growing a lot. He had lived in Charlotte and knew the city very well. So, we decided to explore. We made contact with the Latin American Chamber of Commerce and the Charlotte Regional Business Alliance. We arrived last July for our first visit. People were friendly and very focused on business.



WHAT WILL YOUR FOCUS BE HERE?

Our intention is to develop a customized professional services practice in Charlotte. We will customize the service for the needs of the U.S. market. So far, we have five employees here, and they will focus on the robotics part of our business.

TELL ME MORE ABOUT THE ROBOTS.

We develop software to customize the service depending on what the clients need. We do not make the hardware. The robots made in Asia or other parts of the world don't have enough software and are very basic. We take those robots and customize the software. They can be for schools, health centers or used at shopping centers.

Navarro: We work to understand the client's problem and customize the robot to help. A restaurant, for example, might need the robot to collect the bill. So, we adapt the software so the robot can solve the specific problem of the client. We design software for robots that clean buildings. You can have robots at events that distribute food and drinks. In Peru, we are working on artificial intelligence with the robots.

ARE ROBOTS YOUR PRIMARY BUSINESS?

Navarro: No, robots are one division. The other is related to software development, which includes IT staffing. We provide resources to companies to

work on projects such as the specialized engineers and database specialists.

TELL ME MORE ABOUT THE STAFFING AND SOLUTIONS DIVISION OF THE COMPANY.

Navarro: We think the robots will get a lot of attention in the US, but we hope that we grow even faster with the IT staffing part of the business. Staffing is the original and the bigger part of the business.

Lopez: We began in 2006 in Peru, now with more than 400 employees. We also have a commercial office in Mexico and people in India and other part of the world, approximately 50 engineers around the world.

WILL YOU BRING IN TALENT FROM LATIN AMERICA?

Lopez: In the world of technology, resources are around the world. We have people in Bangladesh, India, Latin America and other places. Depending on the service and the situation, we use different professionals around the world. We intend to develop an international practice but it will focus on North Carolina.

WHAT KINDS OF CLIENTS WILL YOU FOCUS ON?

Lopez: Our focus in this case are the banks. In Latin America, we have had many banks as clients for many years. We work with Scotiabank and

Banco Santander for many years. We build special solutions within artificial intelligence or with tools and analytics because the base of artificial intelligence is the data. There are better universities here in technology, science and mechatronics, which is another reason we are in North Carolina.

HOW FAST CAN YOUR BUSINESS GROW HERE?

Lopez: In two years, we will have a medium-sized company. In perhaps three years we will have 100 people in this office. This is my vision. In our industry, there is a need for professionals to provide innovative solutions. We need to get in to do more connections at the corporate level so people can get to know us better. Once they know us and they see how professional we are and that we are here to stay, we are going to develop the market and make it grow. We will be bigger in a year or two.

DO YOU THINK CHARLOTTE WILL SEE MORE LATIN AMERICAN TECHNOLOGY COMPANIES COME HERE?

Lopez: I don't know but maybe in the future. Many companies in Latin America think of New York, California, Texas and Florida. This interview is important because it will show other leaders in Latin America that it is possible to do business here. The American people of the south are very polite. They embrace you faster.