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#5 JAN 2022

ARQUICONNEWS



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ARQUICONCONSULT

Your success. Our solutions.

EDITORIAL

Growth in the "new normal"



Maurício Domingues
Arquiconsult Angola
Country Manager



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Contacts
comercial@arquiconsult.com
www.arquiconsult.com

Here we are emerging from a pandemic cycle with nearly two years of turmoil and enormous uncertainty in markets and global economy, and whose end is not yet in sight. The "new normal" became the expression that synthesizes the amplitude of the changes that have taken place on a global scale, in economics, business, work, family and personal dimensions. During this period, Arquiconsult knew how to adapt and how to offer its customers the ability to adapt to the troubled times we live in, through a set of technological solutions and services suited to overcome changes that pandemic required. The offer reinforcement on "cloud" solutions, the implementation and support of ERP systems in a totally remote mode, are just some of the changes that took place and that ensured our customers' continuous evolution.

For 17 years, Arquiconsult has achieved sustained organic growth, together with a successful growth strategy through the incorporation of companies

and businesses, which reinforce and complement the Company's original DNA, in the path for the Group's internationalization. The challenge of evolving to a truly global and multicultural corporate culture has been taking its steps at a steady pace. The strong investment in "localized" solutions and the local presence in each market where it operates is based on "think global, act local" and reflects the way in which Arquiconsult has been conducting its internationalization process. The work and internal investment carried out by Arquiconsult related to the versions of the D365 BC and F&SCM, and close collaboration with SoftStore, are a result of this vision. Regarding "locations", I suggest a careful reading of SoftStore article, in this Arquiconews, about D365 NAV/BC Portuguese localization lifecycle.

The focus on vertical solutions for specific sectors and niche solutions, together with the Digital Transformation of our clients, will continue to be some of the guidelines that will mark Arquiconsult's per-

formance in market. In this context, I must appeal to your attention to Santi Ureta's interview about our growth in Spain, through LS Retail.

Having arrived here, we face the new year with the confidence of a strategy capable of reinforcing Arquiconsult's development in European market in general and consolidating Iberian market. Arquiconsult Group's internationalization also involves its presence in other markets, where there are business opportunities and Arquiconsult's offer brings the differentiating advantages that justify it, such as American and African markets. The future of Arquiconsult gives us the certainty that challenges will not be lacking on our shoulders, and that we will overcome them, with the satisfaction of being able to help our clients to surpass this process of change.

I take this opportunity to wish everyone a Happy Holidays and an auspicious 2022. ■

INTERVIEW

LS Retail grows in Spain at the hands of Arquiconsult

We talked with Santi Ureta, sales manager of Arquiconsult in Spain, to understand how the Spanish market is open to technological innovation and solutions such as LS Retail. The answer was clear: "This technological innovation is no longer an option for Spanish retail companies. It's a necessity".

1

Arquiconsult is now expanding its offer in the Spanish market and is betting on LS Retail Solutions. Why LS Retail?

At Arquiconsult, as a business strategy, since our start we have opted for Microsoft's ERPs and on the verticalization of markets in which we have extensive experience, such as the retail sector. In the Retail sector and within the Microsoft 365 ecosystem, LS Retail is undoubtedly a leader throughout Europe and the world, with a very significant volume of implementations, which is why it is a clearly winning bet also in the Spanish market.

2

Which are the main functionalities of LS Retail?

LS Retail, with its native integration in Microsoft Dynamics 365 Business Central, allows us to make the digital transformation a reality for retail companies, facilitating to manage unified commerce, putting the customer at the centre of all company operations. The main functionalities of LS Central (which is the name of the LS Retail product for retailers) allow us, apart from the management of the points of sale (POS), to reduce manual work and errors with the automation of the system in an "all in one" and "start to finish". LS Central allows us to view data and manage business rules at headquarters and stores in real time. This helps us make decisions in real time, allows us to monitor this information in a centralized platform, thus reducing IT expenses (fewer systems, fewer providers, and fewer integrations between different systems). Regarding the technological architecture, we can run the system locally, in the cloud or in a hybrid solution. LS Central is perfectly adapted to different retail sectors such as fashion; hospitality (restaurants / bars), supermarkets, optics, furniture, hotels, and other activities.



Santi Ureta
Sales Manager of
Arquiconsult Spain

3

How do you see LS Retail's growth and future in Spain?

Taking into account the logical evolution towards the digital transformation that retail companies are looking for and the Covid-19 pandemic, make that every day more companies need a single multi-channel sales platform, which is why LS Central is a product with an important growth in Spain.

4

Do you think that the Spanish market is open minded when we talk about technological innovation?

Definitely, as we have commented before, this technological innovation is no longer an option for Spanish retail companies, it is a necessity. At Arquiconsult we help these companies to make this innovation a reality.

5

Considering the different types of retail managers in Spain, which ones do you think that would adopt this new LS Retail solutions?

Any Spanish retail company, of any sector, of a medium / large size, that has its operations in several points of sale and e-commerce is a potential client for the LS Retail solutions implemented by Arquiconsult.



Any Spanish retail company, from any sector, of medium or large size, that has its operations in multiple points of sale and e-commerce, is a potential client for LS Retail's solutions...

What do you expect for the future of LS Retail in Spain?

Arquiconsult has been offering LS Retail in Spain for two years now and we have won some clients who have trusted us. During this time we have observed an increase in the interest of the Spanish market for this type of products, which is why we are convinced that a future of very exciting sales and implantations awaits us.

LS Hotels is now one of the most highlighted solutions of LS retail in the Spanish market. Can you explain which are the main benefits of this solution?

LS Hotels, which is the name of LS Retail's specific product for hotels, is the first product based on the Dynamics 365 ecosystem that integrates all ERP, PMS and CRM management in a single system so that we can manage:

- ▶ Check out: Make the checkout process as quick and easy as your customer's demand. Let guests check-out as they please: at the desk, online, via mobile.
- ▶ Reward: Encourage guests to return with attractive loyalty programs. Use customer data to personalize rewards and let your guests spend their points however they prefer.
- ▶ Enhance: From room service to wellness treatments, from tennis court rentals to dry cleaning, you can add additional services to a guest's bill at any time during their stay, from any point of sale.
- ▶ Find: Follow the customer journey from the beginning. Find out how your customers find you and help your search and booking engine discovery process.
- ▶ Book: Offer secure reservations for your rooms and facilities on your brand's website, on booking engines, through third-party agents, and on hotel premises. Recognize returning guests and prepare for their arrival.
- ▶ Add: Let your guests add extra services, from an in-room

bottle of champagne to airport pickup, during and after booking. Keep track of upcoming tasks in the System Role Center and make sure all requests are fulfilled at all time.

- ▶ Check in: Check in guests quickly and easily. Recognize returning customers and make their experience memorable with personalized touches. Never ask again "Have you ever stayed with us before?"

Do you think that these kinds of solutions will take place in the hotel industry or in similar ones?

Yes, obviously for the hotel industry we have a specific module (PMS) integrating with all the additional functionalities of the Hotel such as restaurants, kitchens and cafeterias, kiosks, sale of items, management of rentals and reservations of rooms, spa, directed classes, etc. LS Central also allows us to provide solutions to other sectors related to ticketing, reservations, and office sales companies such as theatres, cinemas, museums, amusement parks, gyms, rental of items and services.

Is there a special case or client you would like to highlight, where the solution has clearly revolutionized its business?

YES, we have implemented LS Central in the bars of one of our clients (Orpea) who manage geriatric residences. In this way the client can see at any time the sales of their more than 40 bars and cafeterias in real time and analyse products, schedules, sales, trends and consolidated automatically in the financial area. ■



LS Central also allows us to provide solutions to other sectors related to ticketing, reservations, and office sales companies such as theatres, cinemas, museums, amusement parks, gyms, rental of items and services.



SOLUTION

What is Microsoft Power Platform?

Power Platform is Microsoft's answer to market, contributing to organizations' technological development, without the need for complex softwares, which are hard to update towards companies' evolution. Consisting on three powerful solutions: Power APPs, Power Automate and Power BI.

Power Apps

It is a combination of applications (APPs), services, connectors and a data platform that allow you, in a fast and simplified environment, to develop APPs customized to your business. Quickly create APPs linked to corporate data, stored in one or multiple online and local data sources.

Power Automate

With Power Automate you can innovate your organization by allowing your employees to create apps with little code, allowing you your business to be more flexible by quickly creating applications that will streamline processes and overcome unexpected challenges to your management.

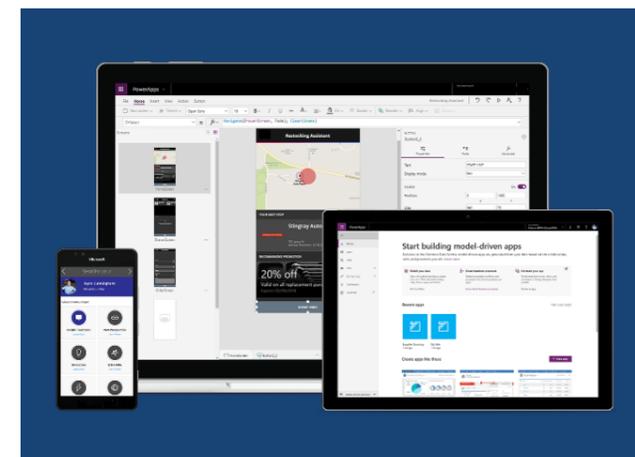
Power BI

Power BI is a analytic tool with which you can consolidate information found in multiple sources, from listings in Excel, to files located in the cloud or information contained in other platforms. This tool is nothing more than a collection of software services, applications and connectors that work together to transform unrelated data sources into coherent data that sustains decision making for managers. ■

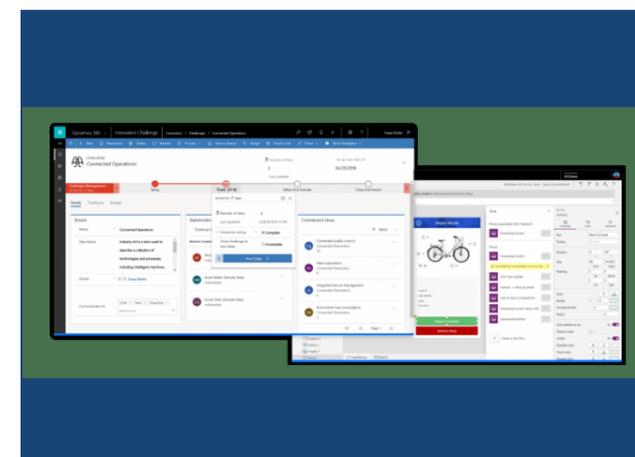
Find more about each one of the benefits



Ricardo Casaca
Business Unit Manager



Microsoft Power Platform — Power Apps



Microsoft Power Platform — Power Automate



Microsoft Power Platform — Power BI

INTERVIEW

Arquiconsult at Technology Leading Edge

A Microsoft referenced partner in Dynamics

365 implementations

Patrícia Maia

International and Nearshore
Projects Director



Find more 



Patrícia Maia, International and Nearshore Projects Director at Arquiconsult, outlines the current company panorama in the world and explains how it was possible to take the leap in the last two years and reach a level of excellence.

1

Arquiconsult has shown a consistent and continuous growth of international projects. What justifies this evolution?

There are two big bets of Arquiconsult regarding international growth: focus on international projects and nearshoring.

In terms of international projects, an increasing number of international partners are choosing us for implemen-

tations in Portugal and Spain, and who later ask us for support for roll outs in other European countries. We also have large multinationals that we support directly in different countries where they have a presence, such as a client of Waste Management sector with operations in Latin America, where we implemented solutions in geographies such as Argentina, Peru, Colombia, and Chile. As another example, we can mention another client in Human Resources sector, which we support in several European countries such as Spain, France, Netherlands, Poland, Hungary, among others.

We also started to have a global offer in terms of our customer support - Customer Care, which allows us to support partners and respond globally to their multinational customers.

On the other hand, nearshoring offer is very focused

on technological innovation and supporting partners worldwide in the digital transition of their customers, in business areas that do not have knowledge (graphic industry, retail, transport, etc.) and in the development of diverse management solutions.

2

What are the main market changes driven by the pandemic?

The pandemic boosted remote work and accelerated organizations' digital transformation globally, covering the most diverse sectors of activity. As a result of this situation, our work has grown a lot, as we have recurrently many requests, whether for new management solutions implementations, whether for upgrades or creation of customized solutions that allow companies to manage their business remotely, with all the challenges that this new reality represents.

We live in a more digital age and companies need to transform. As mentioned, although this change takes place in, if not all, almost all sectors, if one had must be highlighted, in which the change is notorious it would be Retail, with an emphasis on Restoration.

3

Do you consider that the pandemic has created new needs in customers, accelerating the digitization of their activities and invariably the modernization of their management software?

I believe that pandemic reinforced and accelerated the digital transformation. Activities such as retail, where the need for virtual stores is obvious and a matter of survival, but also in other sectors, where information access from anywhere, at any time, and having timely information, is now increasingly more important. However, a large part of our nearshoring customers are technology companies, who were already used to remote work, the pandemic has reinforced the possibility of having a complement of their teams from Portugal, without the need for face-to-face support. The investment that Arquiconsult has made in recent years in technological training has placed us at the forefront of digital change regarding Dynamics 365. This effort has been recognized by the various international partners that ask us to support for digital transformation of their own customers. We have just finished a project with a German partner, where we transferred all the information from one of their customers to Cloud.

“

We can say that digital transformation has also been accelerated by the pandemic. Companies have realized that they need to transform themselves, as we live in an increasingly digital age.

4

Despite the impossibility of traveling, establishing meetings and carrying out work in person, due to the pandemic, the number of projects did not decrease. In your view, what is this factor attributed to?

I was in the middle of a big project when the pandemic hit, and we had to quickly do all work remotely. We had many projects that started in the middle of the pandemic. The truth is that the situation we were living in ended up not having much effect on our work and we had several projects that took place entirely in a remote regime. However, I don't believe that remote working continues at 100%, that it's something that will last. Much of the work that was previously believed to be only possible locally, we now know that it can be done remotely, namely in this area of nearshoring and development. But for a successful project and for lasting partnerships bounds, it is also essential to get to know the team, the partner, visit it on site, and get to know the client's reality. The feeling of need from people to get back together and be close is notorious. Small details such as empathy, simple gestures and moments, such as going for coffee after a difficult meeting, are missing and are not possible in Teams.

It is undoubtedly true that we were able to overcome a series of difficulties with remote work, but we also have challenges now imposed by distance, such as, for example, the difficulty of overcoming different opinions about certain subjects.

“

We are always investing in training and knowledge and helping other partners in this digital transformation.



Being recognized as a company of excellence in this area and very focused on international projects, we can address a project anywhere in the world.

As Arquiconsult is a Microsoft partner with recognized know-how in Dynamics 365 solutions implementations and its transition to Cloud, how do you see the future of the company in the short term? What goals do you want to achieve?

Microsoft has grown in many areas. One of the products that has grown the most is Dynamics 365 Finance & Supply Chain. It's a system that, out of curiosity, Microsoft didn't bet much when appeared and Arquiconsult did. Microsoft did not have it available in Portugal a few years ago and Arquiconsult thought it had a market for the product and moved forward, which turned out to be a successful bet, since today it is an excellent Microsoft product. This bet translates into a competitive advantage, as we already have the know-how, experience in complex implementations and a specialized team, which makes us stand out in market. Currently, this is one of the fastest growing areas and Arquiconsult is well positioned in the market!

Our investment in research and in-house training, with constant research into new technologies and processes, means that we are well prepared to join these projects.

Regarding the goals to be achieved, I think we must continue along the path we have been setting out. To work towards the recognition of Arquiconsult as a company of excellence in this area, with the capacity to address projects anywhere in the world. Five years ago, we were less known among Microsoft partners, but with the implementations we have made, today we are seen as referenced partner, with knowledge in specific sectors of activity or in certain technological areas.

In the future, we want to remain at the leading front and be the best partner in the Microsoft ecosystem.

Do you see the need to strengthen the teams in the short term?

We are already growing. We aim to have 40 new employees in January, and we have already planned another 20 for September. We know that this is an ambitious goal, as recruitment is complicated, as there are many young people going abroad, there are many technology companies establishing themselves in Portugal and there was a 'boom' in this area during the pandemic. It's a job that we always must do continuously. ■



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SOLUTION

Dynamics 365 CRM: Sales and Marketing to empower Sales Teams

Go beyond sales force automation with Dynamics 365, to better understand market needs, customize your offering and build lasting relationships with your customers.

<x>Dynamics 365 unifies CRM and ERP capabilities with specific applications that help you effectively manage your business and allow your organization to transform to better respond to customer needs and capture new opportunities.

Dynamics 365 Sales helps you close more deals by knowing your customers better and having sales information readily available to make informed decisions faster. Keep all your sales information in one centralized place and easily know the status of every relationship. With instant access to customer details anywhere, on any device, sales teams have the information they need to better personalize every interaction.

Dynamics 365 Marketing elevates customer experiences, allowing you to orchestrate personalized journeys across all touchpoints to strengthen relationships and earn loyalty. The Dynamics 365 Marketing app works seam-

Real-time Marketing includes event triggers, SMS or push-notifications. It allows you to trigger customer journeys in real time based on the signals and rich profile data you collect from your customers, pick the right channel for everyone, and connect in the moments that matter:

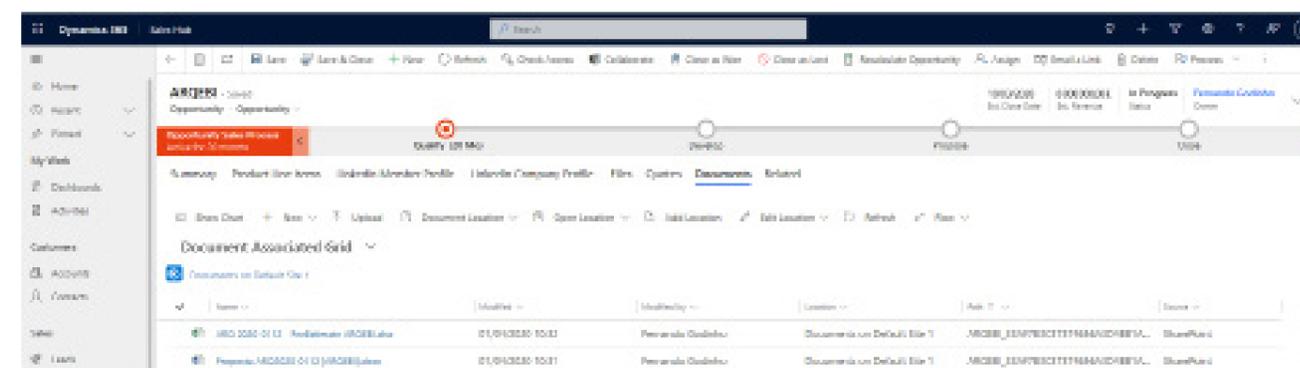
- ▶ Respond to customer actions in real time;
- ▶ Hyper-personalize your messaging;
- ▶ Connect with customers on the channels they use the most.

Outbound Marketing includes advanced in-person and webinar event planning features:

- ▶ Dynamics 365 Marketing's event planning features allows seamless contact, registration, and attendance management features in one system.
- ▶ Meet your audience where they are: host webinars on Microsoft Teams or on other webinar providers.
- ▶ Continue the conversation with webinar participants: stay in touch with your webinar participants by personalized registration materials, send surveys, and more materials to drive awareness and engagement.

sly with Dynamics 365 Sales, Dynamics 365 Customer Insights, Microsoft Teams, and other products and allows you to make faster and better decisions using the power of data and AI.

Dynamics 365 Marketing consists of two primary modules - real-time marketing and outbound marketing, along with event management. Both modules include capabilities to create graphical email and design interactive customer journeys to support marketing initiatives. ■



INTERNACIONALIZATION

Arquiconsult in World



-  We are present
-  Offices



SUCCESS CASE

Hertz Portugal towards digital transformation with Arquiconsult



Hugo Sá
IT Director of Hertz Portugal

Hertz Car Rental was born in 1918, by the hand of Walter Jacobs, founder of the company. It is, nowadays, the largest car rental company because it has more than 10,000 stations worldwide and is present in 145 countries, from the six continents.

In 2019, Hertz Portugal had to optimize its internal processes to dematerialize all physical paper regarding the purchase process. We spoke with Hugo Sá, IT Director of Hertz Portugal, to understand how Arquiconsult's solutions were able to help the company make the needed transition. "We looked in market for a company that would help us in this process, and we reached at Arquiconsult. They presented us with the Purchase Portal solution, a portal developed by Arquiconsult, integrated with ERP, which in our case is Dynamics NAV from Microsoft", said the director.

The project started in mid-November 2019 expected to be completed in March 2020, however Covid 19 pandemic changed the plans initially outlined and led to the process being suspended. "The summer period is our peak business activity, so we decided to let this period go by and in the post-summer we started with the project. We were able to finish it in October 2020," explained Hugo Sá.

1

How is Hertz' purchase process today after installing Purchase Portal?

Nowadays the process is much more agile and fast. The approval process circulates, people are physically in different places and buildings, and I don't even mention remote work. In 2019, in our organization there was very little remote work, but we had employees relocated, because

we have an organization spread throughout the country, and there are approval workflows that impact several people, who are in different places. Paper circulating, even if it scanned and was in PDF, photocopying, etc., took longer. Today, being on a digital platform, with the data completely already synchronized with our ERP, everything is more functional. I mean by this that while the paper typically did not leave our organization – I didn't take invoices home to check, validate or approve – nowadays I approve purchase invoices anywhere. Therefore, the processes have become much more agile and much faster the approval process. This was our starting point.

2

What is your opinion about the main advantages of Purchase Portal for Hertz Portugal?

I have two visions: the user's vision, because I am also a consumer of this solution, and the overall view from the strategic point of view and the digitization of processes and the elimination of paper, etc. In terms of organization, we are quite satisfied. Radically transformed our process of invoice purchasing and validating. For example, there are notifications every day to users who end up speeding up the process. On the other hand, we can



approve invoices and validate processes anywhere by accessing the software. In addition, we have something very important to us, nowadays we can easily access invoices from 6 or 8 months ago, something that was once in a file, today is accessible anywhere and by any director, and not only by financial area.

This agility of the processes made the company much more productive and effective. It is a project that impacts the organization in a transversal way, since virtually all areas are buyers. Thus, as main advantages I can highlight: the simplicity of information access, the agility in the purchasing processes, the versatility and I highlight the environmental component, because we minimize our ecological footprint. About 35,000 invoices that have already been processed on this portal in the last year.

3

In addition to the Purchase Portal, you also have a BI solution implemented by Arquiconsult. Can we say that there is a relationship of trust with Arquiconsult?

It is true that we started with a BI solution and the processes have always gone well, have never been a source of stress for the company. I recognize that all the interlocutors I have spoken to from Arquiconsult, whether they are more senior or not so much, have full knowledge of what they are doing. So, I have confidence in Arquiconsult's work. The work we develop together is very related to ERP, which is where our financial information is, whether the BI part, has a very strong analysis on the financial part, whether this part of the purchases directly linked to the ERP. I have full confidence in working with Arquiconsult regarding information integrated into our ERP. I believe that it is a partnership of the future clearly and, moreover, we are already working on new projects. ■

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Purchase Portal

Purchase Portal is a flexible and modular solution, complemented with a mobile application, which replaces inappropriate tools for purchasing management, which teams have to daily use, namely Excel, email, paper, and phone, making the process faster. It's a solution that reinvents the way organizations see their regular costs, helping to identify and improve their investment culture. Regardless of the size of the organization or the business, this solution can be designed for the management of any purchasing process.



SOLUTION

Purchase Portal to simplify our Purchasing Process!

Conceived by Arquiconsult, Purchase Portal is a solution that reinvents the way organizations see their daily costs, helping to identify and improve their investment procedures.

It simplifies the purchasing process by requisitioning and issuing the purchase orders and its reception, helping finance team to make payments in an adjusted manner and with approval flows.

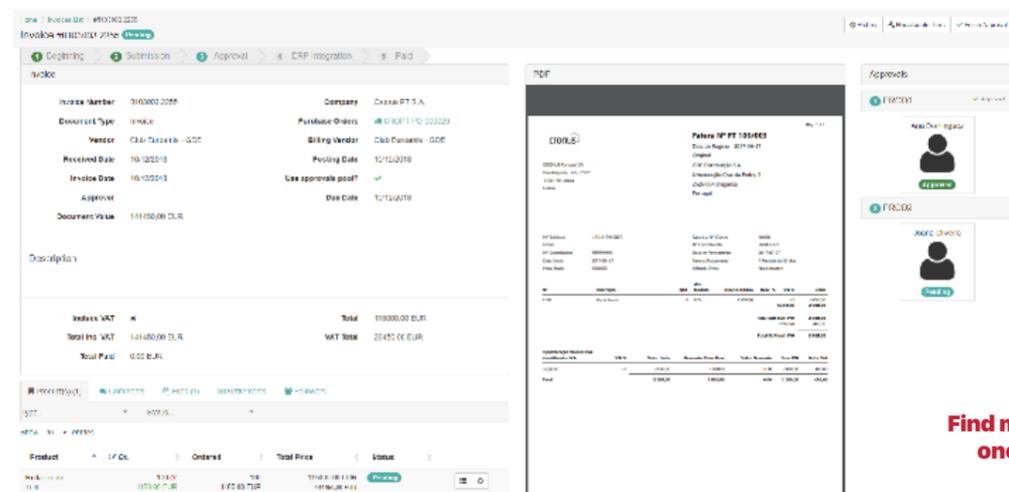
With Purchase Portal all tasks can be centralized, whether is the emission of core processes (Requisitions or Purchase Orders), comparison of quotes or proposals registration. In a single place, companies manage suppliers, assess their performance, record Receipts and Proposals.

One of the biggest advantages of this solution is the easiness of costs optimization and analysis. With Purchase Portal your company can optimize costs and get more out resources and assets. This portal is a modular and flexible solution that offers, together with business intelligence technology, a set of out-of-the-box analyses. You can perform accurate analysis, with all the necessary infor-

mation and access reliable reports, carrying out work with maximum efficiency. ■

With Purchase Portal you can...

- ▶ Prepare purchase orders, through the requisitions;
- ▶ Check which products/services have already been delivered, in which conditions and which ones are yet to arrive;
- ▶ Create catalogs by suppliers help the organization to order products from the right place;
- ▶ Evaluate suppliers and deliveries.



Find more about each one of the benefits



See Video



SUCCESS CASE

Symington narrows relationship with Arquiconsult by implementing customized solutions to its business



Symington is the leading producer of Port Wine in Douro region and worldwide. Its core business is the production of Port wine, as it was 140 years ago, always adding innovation and upcoming technology.

Currently, Wine Tourism is clearly one of the company's main bets, as it allows visitors, whether national or international, to be find out the best productions made in Douro, Gaia and Alentejo.

With the brands' growth and the visiting centers creation, it was necessary to resort to a technological solution that would solve all the issues related to stock management, sales, and visits.

Symington found in Arquiconsult the ideal partner and a customized solution, LS Retail, for the retail area, which allowed it to effectively manage its business. ■

“**LS Retail has revolutionized our visiting centers, because we have a tool that supports us in all our stock management and financial logistics.**”

Ana Rodrigues
Head of Wine Tourism at Symington.



“**We were able to better examine reservations, the entire process that involves contacting pre-reservations and, later, all post-sales, such as data analysis, monitoring and store organization.**”

Manuela Caldeira
Head of IT at Symington.

SoftStore launches new version of ERP Dynamics 365 Business Central localization

Luís Sousa
SoftStore Administrator



That cloud computing will make an integral part of all information systems in the future companies, there seems to be no doubt. All major solution providers are continually innovating and evolving their cloud offerings.

And developing Microsoft Dynamics ERP localization for Portugal, Angola, and Mozambique, to ensure a qualified and differentiating product in these three countries, is the main mission of SoftStore.

In Portugal, which requires certified ERP (Enterprise Resource Planning) systems, it's good news to know that SoftStore has launched a new localization that, using Microsoft's latest technology for ERP's, allows Portuguese customers to use the latest version of Business Central (or BC, the ERP version that succeeded Dynamics NAV).

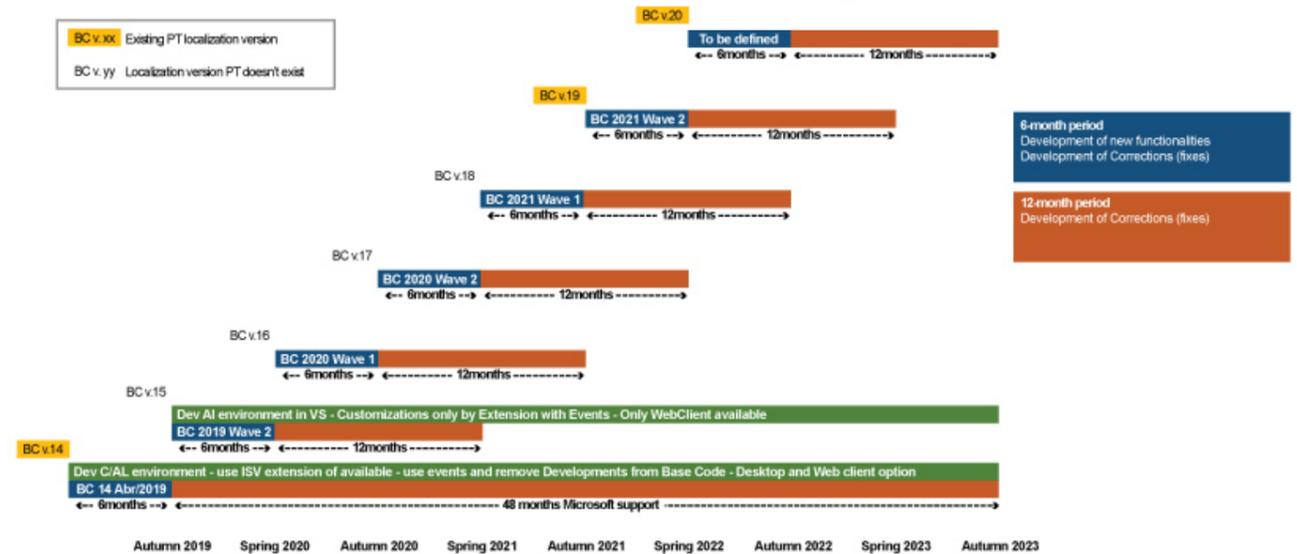
“
Developing Microsoft Dynamics ERP localization for Portugal, Angola and Mozambique, in order to ensure a qualified and differentiating product is the main mission of SoftStore.



This means that for those who want to implement a new ERP solution, having at their disposal two options of implementation, cloud or on-premise, knowing that, whatever your option, you will benefit from a greater ease in keeping up to date.

It is important to keep in mind, following the strategy designed in 2013, that Softstore's new BC localization is exactly the same, whether it's a cloud implementation or an on-premise implementation, which enables a clear migration path.

Microsoft Modern Life Cycle



But good news don't end there. SoftStore, aware that the current Dynamics NAV and Business Centra installed base, has complex customizations, which are difficult and not risk-free to update, will maintain its investments in legacy technology at least until 2025, to continue to ensure that Dynamics NAV/ BC customers complies with Portuguese legal requirements.

Dynamics Business Central is a complete and integrated management solution that centralizes all the company's management information, from financial area, sales to service provision, to operations control, production, and human resources. It's a quick-to-deploy, easy-to-use solution that supports business growth at your own pace.

In short, SoftStore is committed, with Microsoft Dynamics NAV and BC localization, to develop the necessary adaptations to ensure that Microsoft's ERP Business Central solution can help the growth of Portuguese companies, while investing in the support of current customer companies.

SoftStore is a company that, despite having as its main shareholders some of the largest national Dynamics implementers, maintains a completely independent management in order to guarantee exemption from the entire Portuguese market, and which believes it can double the number of customers with BC in the next two years, taking advantage of the opportunity represented by the possibility for Portuguese company's access Business Central in cloud. ■

“

Dynamics Business Central is a complete and integrated management solution that centralizes all the company's management information, from financial area, sales to service provision, to operations control, production and human resources.

In the last six months

DIRECTIONS 4 PARTNERS Milan, Italy

DIRECTIONS 4 PARTNERS EMEA is the largest event of European Microsoft Dynamics 365 community.

This meeting offers several sessions on the latest news for small and middle-market businesses market and demonstrates how to unlock their full technological potential with ERP, CRM and cloud solutions such as Microsoft Power Platform, Microsoft Dynamics 365 Business Central and Azure. Arquiconsult took the opportunity to introduce itself to other Microsoft partners and promote its implementation capacity anywhere in the world, demonstrating its know-how and technique to develop international projects. ■



QSP SUMMIT 2021 Oporto, Portugal

QSP SUMMIT is Europe's leading management and marketing conference, welcoming global trendsetting leaders. The event has world-class speakers annually, both on the Main Stage and in the Worklabs, Trends Forum and Thinkers Hall. Following the line of the event, Arquiconsult invited Carlsten Wulff, the vice president of LS Retail, for a presentation on the exhibition area stage - Business Stage, where it was possible to know in greater detail the greatest benefits of this solution for retail area. We took the opportunity for a brief interview with the speaker to understand the prospects for this business area so affected by COVID-19 pandemic. ■



See all Interview  



20TH ANTRAM CONGRESS Albufeira, Portugal

ANTRAM (*), the biggest national association for transports and distribution sector, held its 20th congress between the 29th and 30th of October at the Palácio de Congressos do Algarve. Arquiconsult was present at the event with a booth, presenting to potential clients its' main product for this sector: NAVITRANS.

A management software designed for companies providing logistics services, suitable for activities as diverse as the transport of goods, distribution, transit, storage, and the integrated offer of these various services. ■

(*)ANTRAM - Associação Nacional dos Transportes Públicos Rodoviários de Mercadorias

EMAF 2021 Oporto, Portugal

The 18th International Fair of Machinery, Equipment and Services for Industry took place between December 1st and 4th, at Exponor, in Matosinhos. EMAF is the largest Portuguese event geared for industrial sector, for companies wishing to renew their commitment to the internationalization of technologies, industrial innovation and specialized technical knowledge. Arquiconsult presented

Supply Chain Management solution at this event. This product brings together a set of technological solutions that makes production process more flexible. Combined with the technical know-how of specialized consultants, it allows the client to grow sustainably, with complete management, with full control of the essential phases of his business. Each solution responds to specific needs in the production chain and is customized to client's reality taking considering the best practices. ■



EMPLOYEE TESTIMONIES

Organizational culture and integration at Arquiconsult

David Luna, Portal, CRM and WEB Development
At Arquiconsult for 6 months

Working at Arquiconsult brought me the lightest days due to the organization, interaction and mutual help that exists between all team members. I am very pleased with the companionship at work, the group atmosphere and all this internal context. I came as a Team Leader, but the way I was integrated was very good because I was accompanied, they explained what was intended and how they wanted it, what the goals were, the delivery dates, the work tools, everything was well outlined. Everyone gets along very well, helping each other to resolve problems. We're all in the same boat! As Arquiconsult Board members already said: there is room to grow, to show our best and to go further. ■



Maria José Sá, Customer Care
At Arquiconsult for 4 months

Working at Arquiconsult is a challenge and a pleasant surprise. Despite the change, my path facilitated integration into Arquiconsult. I already knew the product and most of the colleagues I work with today. It is a company with a very objective, direct and open communication by staff, management and colleagues. This makes integration much easier, especially in this phase of remote work. Furthermore, I've hadn't yet arrived and had already received the Welcome Package from Arquiconsult. These small gestures make a difference. I was also pleasantly surprised by the amount of information and the openness that exists in infrastructure and the access to it. ■



Célia Vitoriano, Emerging Tools
At Arquiconsult for 4 months

Arquiconsult came to me. I already worked a little in this area, but I decided to make the leap to a larger company in terms of number of employees. As what I provided to a client was offered by Arquiconsult in the same way, I thought they would have a very well-organized structure. I believed that Arquiconsult could only have good professionals and they do. They have a working methodology and are very concerned about employees and customers. The reception was excellent and the follow-up is great. People share knowledge and help whenever needed. I feel happier working. ■



Carlos Pereira, Portal, CRM and WEB Development
At Arquiconsult for 12 months

I arrived at Arquiconsult a year ago and I am very satisfied with the change I've made. I come from a slightly different area, as I have a degree in Computational Chemistry, however I am happy with this project. From the beginning I have always felt very supported, both by the team and by my team leader. Integration was quite good and I feel welcomed. The atmosphere within the team is one of constant sharing and, whenever there is any doubt, it is immediately clarified and quickly resolved. At Arquiconsult I feel at home, it was a risky move, but I don't regret it at all! I made a change for the better and I feel very good at the company. ■



Paulo Monteiro, Customer Care
At Arquiconsult for 13 months

Work at Arquiconsult is challenging. And challenges is what make us grow. I feel like 'fish on water' in the team and we know each other very well. Adaptation was easy, despite all the difficulties inherent to confinement and remote work. The processes are simplified and focused on the customer, which is the most important. Whenever necessary, someone is always available to help and overcome any difficulty. I foresee and wish to maintain my satisfaction working at Arquiconsult and that Arquiconsult maintain the same satisfaction in working with me. ■

SUCCESS CASE

Arquiconsult wins Logística Orfeón, one of the largest Spanish transport companies

Logística Orfeón, belonging to A2M Group, is a global refrigerated transport company, located in Spain, which guarantees a complete quality service to its customers.

Its trucks travel throughout the Spanish national territory, as well as all the countries of European Union and also several countries in other geographies.

The company's core business is freight transport and cross-stocking. The activity focuses mainly on managing orders and the transport and delivery to destination of any merchandise with the highest quality guarantee.

The company's policy is focused on excellence, as the A2M Group bets on obtaining constantly quality certifications, that guarantee good practices in all processes.

Orfeón prides itself on having a young and enthusiastic team, capable of supporting its customers 24 hours a day, thanks to the latest computer systems that facilitate all administrative processes. In addition, the geolocation support, which exists in mobility solutions, allows for daily fleet management, improving productivity and reducing costs.

In order to further improve the quality of its service, Orfeón searched for a solution that would allow it to modernize its structure.

After choosing Arquiconsult, the choice fell on **NAVITRANS**, a solution designed and suitable for land transport companies.

With this solution, they were able to modernize their operations and now have new features, such as:

- ▶ Process automation, which translates into better responsiveness and more competitiveness;
- ▶ Logistics and operational area integrated in a single solution;
- ▶ Greater control of vehicles (trucks);
- ▶ Greater flexibility in vehicle maintenance management (reviews and periodic inspections);
- ▶ Route optimization;
- ▶ Effective fuel expenses management.

With an annual turnover of over 20 million, the company, which has around 100 trucks and 120 workers, hopes to continue growing in the Iberian market and plans to soon open a subsidiary in Portugal, more precisely in Cantanhede. ■



Onboarding during Pandemic

Rita Raimundo



I am really enjoying this new challenge, learning all about the patterns in data and how to turn it into useful information for business intelligence. I found myself in the right place with this amazing team.

Alexandro Martínez



I have had the opportunity to work with great professionals in local/international projects, they have always received me and treated me as one of them. They have helped me improve and have trusted me at all times.

Sara Rijo



The last few months have been full of constant learning and although they have been spent working remotely, they have also been full of great team spirit, mutual help and always with a great working environment!

João Bernardo



The onboarding process is being very pleasant and welcoming. Even in the middle of the COVID pandemic and working from home I feel like I'm becoming a part of the team, because everyone is always ready to help and you learn something new every day.

Francisca Vilar



My experience so far has been amazing. I have had the opportunity to meet new colleagues and share some ideas that have been very useful for my learning path. I also had the opportunity to have a great contact with new processes and the system, which is a skill that I acquire not only for the present but also for my entire professional career.

Gonçalo Teixeira



The academy helps us grow as a group and learn faster and better. This process of guided learning helps taking us in the right path so we learn in the right time and the right order.



LISBON

Avenida Amália Rodrigues, 17 A
Urbanização da Ribeirada
2675-432 Odivelas, Portugal

(+351) 218 205 610

MADRID

Avenida de la Albufera, 321
Piso 1º, Oficina 9
28031 Madrid, España

(+ 34) 633 180 142

O PORTO

Av. Comendador Ferreira de Matos, 793
1º andar, sala C1
4450-125 Matosinhos, Portugal

(+351) 226 002 328

BARCELONA

Carrer de Nicaragua, 46, 5º, 3ª
08029 Barcelona, España

(+ 34) 633 907 561

VILA REAL

Hub Tecnológico – Arquiconsult NearShore
Edifício da Incubadora de Empresas da UTAD
Quinta dos Prados, 5000-103 Vila Real, Portugal

(+351) 259 091 275

SALAMANCA

Calle Segunda, 43
Oficina 128
37188 Carbajosa, Salamanca, España

(+ 34) 633 180 142

LUANDA

Rua Marien N´Gouabi, 69, 2º DF
Edifício Maianga Office Park
Luanda, Angola

(+244) 939 954 360

SEVILLE

Glorieta Fernando Quiñones, 2
Edificio CENTRIS 2
Módulo 5, Oficina 2
41940 Tomares, Sevilla, España

(+ 34) 633 180 142