ARQUICONSULT

Your success. Our solutions.

LS NAV

RETAIL MADE EASY

LS NAV

Microsoft Partner
Microsoft

Gold Enterprise Resource Planning
Gold Cloud Platform
Gold Application Development

Microsoft Dynamics 365

LS Retail

SOLUTIONS FOR CHANGING TIMES

THE RETAIL INDUSTRY IS RAPIDLY CHANGING

• Omni-channel retail is now the norm: customers want to shop using a mobile device and e-commerce, and expect all channels to be integrated.

• The store will become the focus of the retail experience. The quality of service will differentiate retail winners from laggards.

• Speed is key. To ensure great customer service, retailers need a system that is easy to learn and simple to use, and guarantees quick transactions and shorter queues at the registers.

• Retail is becoming more and more social, as consumers tend to share their latest purchases and ask for shopping advice on social media. Retailers need to be there.

• E-commerce sales will continue to grow rapidly.

• Customer demands change more and more rapidly. To keep up, retailers need a latest-technology system which is constantly being improved and updated.

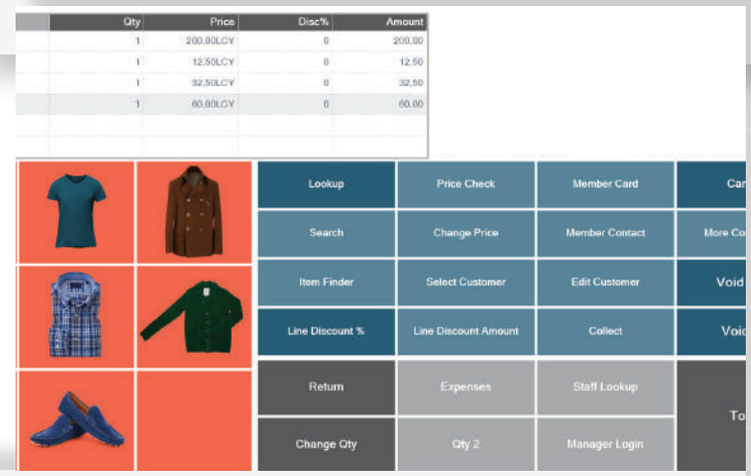
• Security is paramount: retailers need a reliable management system, which will safely store and manage their key business data.

• Retailers need a flexible system that can grow with them.

• Analytics will play an ever-increasing role in identifying trends and customer behavior.

• Retailers using disparate system run the risk of being left with unaligned, unusable data.

SUCCESSFUL RETAILERS WILL EMBRACE TECHNOLOGY AND TRANSFORM THEIR BUSINESS.
HOW DO YOU MEASURE UP?



ON-PREMISES IN THE CLOUD HYBRID

We offer several deployment options, giving you the flexibility to set up LS Nav based on the model that best suits your business needs and your budget.

"WITH LS NAV WE CAN NOW TRACK INDIVIDUAL TRANSACTIONS FROM THE POS TO THE GENERAL LEDGER, WHICH HAS MAXIMIZED OUR CONTROL OVER OUR BUSINESS."

— SHIBU ABRAHAM BAHRAIN, DUTY FREE

Fashion
Electronics
Duty free
DIY
Pet stores
Furniture
Grocery
Pharmacy
Forecourt
Specialty Retail

A POINT OF SALES **AND SERVICES**

CAN YOU OFFER YOUR CUSTOMERS FAST AND EFFICIENT SERVICE ANYWHERE IN YOUR STORE?

Search products, serve customers and process sales quickly with LS Nav's versatile and intuitive Point of Sale (POS) system.

ADVANCED PRODUCT SEARCH

Fast, intuitive search makes it easy for your staff to provide customers with detailed information about product specs and availability anywhere on the shop floor. Find the product your customers are looking for with cross-channel inventory visibility: the LS Nav POS gives sales associates access to inventory across the whole supply chain.

BRING THE CHECKOUT TO THE CUSTOMER

No more queuing at the register: with the mobile POS, your staff can close transactions anywhere in the shop. Finalize the sale wherever the customer is, take the payment and then print the receipt or send it to the customer via e-mail or as an e-receipt in the loyalty system.

SALES TOOLS TO EMPOWER YOUR STAFF

Give your staff a powerful sales assistant that will help them provide even better customer service. At the POS you can register customers into the loyalty program, access customer preferences and shopping history, recommend products tailored to each single customer's tastes and shopping history – and more.

SUPPORT FOR OFFERS AND PROMOTIONS

The POS supports multiple types of offers, such as Mix & Match, multibuy, discounts and promotions. Help your customers take advantage of the best deals: the system notifies staff members when products are part of an offer, so they can inform customers.

FLEXIBLE PAYMENT AND MULTICURRENCY

The system can handle many types of payment in the same transaction. Accept multiple payment types including cash, smart cards, foreign currency, vouchers, gift cards, customer cards and more.

EASY TO LEARN - EASY TO USE

The graphical interface of the Point of Sale (POS) makes learning fast. Stationary, tablets and mobile POS all share the same application, so you only have to train your staff once.

POWERFUL AND EASY SETUP AND CONFIGURATION

Because of their flexibility, our POS terminals are suited for many different types of retail needs and environments – from a single store to retail chains covering hundreds of stores. The look and feel of the POS can be easily customized without having to invest in assistance: add images on the buttons and set up shortcuts that fit to your business requirements and your employees' needs.

ON YOUR FAVORITE DEVICE

The LS Nav POS can be deployed on stationary and mobile devices, including various models of smartphones and tablets.

LS NAV IS SO MUCH MORE THAN A POS SOFTWARE. WE CAN CONTROL EASILY OUR STOCK LEVELS, SIMPLIFY SALES WITH THE MOBILE POS, HAVE CENTRALIZED DATA MANAGEMENT AND MORE. WITH THE LS NAV POS THE STAFF CAN FOCUS ON ASSISTING CUSTOMERS WITHOUT HAVING TO TAKE DISRUPTING BREAKS TO FIND THE NECESSARY INFORMATION."

— GÜNTHER GRIMM, WEBER GRILLS

IN-STORE MANAGEMENT

TOTAL OVERVIEW OF PROCESSES AND OPERATIONS

Monitor your key performance indicators (KPIs), manage your inventory, prepare a season, pre-plan purchasing and distribute retail items – all from your headquarters.

SIMPLE INVENTORY PROCESSES ON MOBILE DEVICES

Manage all your inventory processes in the back office or on hand-held devices. Enable your staff to effectively handle all necessary inventory processes, including receiving, picking, stock counting, stock changes and label ordering on mobile devices.

MANAGE SHELF-EDGE OR ITEM LABELS

LS Nav comes with a sophisticated shelf label management which can handle both paper and electronic labels. The system can also print item labels for pricing and stock information.

RETAIL CAMPAIGN MANAGEMENT

In LS Nav you can easily create and manage special offer campaigns. The system keeps control of all sales deriving from the campaigns, making it easy for managers to analyze the progress and derived gains of each campaign.

"WE WANTED TO HAVE TOTAL CONTROL OVER THE INFORMATION FLOWS INSIDE AND OUTSIDE THE COMPANY, IN ORDER TO OFFER HIGH STANDARD CUSTOMER SERVICES AND OPTIMIZE OUR RESOURCES. LS NAV HAS MARVELOUSLY MET OUR MANAGEMENT REQUIREMENTS AND SPECIFIC NEEDS."

— PHAM BAO MINH, VASCARA

SMART PRODUCT MANAGEMENT

ORGANIZE YOUR ITEMS AND FINE-TUNE YOUR SERVICE

Manage and update products, prices and offers for all your sales channels from head office.

SIMPLE ITEM CREATION AND MAINTENANCE

With LS Nav you can centrally create items for all of your different sales channels: physical stores, the e-commerce, loyalty apps and mobile devices. Easily update prices, offers, and customer information from head office, and transfer these changes instantly across all your channels. Administrators can also set up a price hierarchy, for instance assigning different prices to individual store locations, store groups or e-commerce.

PRODUCT GROUPING

Quickly search for items and update item information. LS Nav gives you the possibility of having multiple hierarchies or non-hierarchical groupings of items. It is also possible to put items into one or more special groups, or set several attributes for the items.

IMPORT ITEMS IN BULK

Use the system's straightforward item import functionality to import files from vendors to create and update the company's item master. With LS Nav it's easy to update and maintain information (for example barcodes or prices), ensuring that the item list is always up to date according to vendor information. Although the item import functionality is mostly automated, managers can check, manually correct and finalize information before the items are updated.

COLOR AND SIZE WITH UP TO SIX DIMENSIONS

LS Nav allows users to assign up to six unique dimensions to each item – for example color, size, style. This function enables retailers to have accurate information for each item sold, improving their inventory maintenance and fine-tuning their reordering of goods. Specifying item dimensions also simplifies your staff's job, as the POS automatically displays only valid options for each item.

"WITH LS NAV WE HAVE VISIBILITY AND TRACKING NOT ONLY OF WHAT OUR CASHIERS ARE RINGING AT THE REGISTERS, BUT OF THE ENTIRE FLOW OF INVENTORY, AND WE ARE ABLE TO SET THE CONTROLS IN THE SYSTEM ACCORDING TO OUR REQUIREMENTS."

— DENISE CLARKE, CARE-A-LOT PET SUPPLY

ADIDAS

Adidas is the second largest sportswear manufacturer in the world. There are more than 3000 adidas stores world-wide, and over 800 of them deploy LS Nav.

The world-class shopping experience adidas offers is also possible thanks to LS Nav, which has helped adidas reach and optimize retail landscape by providing:

• Continuous system enhancements.

• High usability: the self-explanatory menus make staff training clear, easy and fast.

• Deep process understanding of the business environment.

• A global retail point of view.

• High levels of customization to comply with local legal and fiscal requirements.

• Extreme flexibility: the system can react easily and quickly to market requirements and changes.

• High quality support, helping drive change and achieve results fast and effectively.

FLEMINGO

Flemingo is an international travel retail and duty free operator operating over 140 outlets in 32 countries across four continents.

With LS Nav powering them, Flemingo shops can easily:

• Capture boarding card and passport information manually or by scanner.

• Calculate and accept payments in many currencies.

• Offer shop & collect at return.

• Meet local fiscal and custom demands.

• Check which locations are more profitable.

• Manage both retail and hospitality outlets in one system.

• Have a unified view of critical financial and merchandising information.

SCANDLINES

Scandlines is one of Europe's largest ferry companies, operating restaurants on board its ships and retail shops on the ships and at the departure and arrival stations.

According to Henrik Ingemand, Vice President of Catering, Scandlines, finding the right management system was no easy feat: "Retail and catering are two different things. It is not a case of one size fits all." However, Scandlines did find the one system that can manage it all: LS Nav.

By implementing LS Nav, Scandlines has gained:

• A single, standard solution for both retail and catering.

• Increased speed of service thanks to automations.

• Business Intelligence. Scandlines can now track its business right down to unit level in terms of sales, resources and costs.

• A complete loyalty program with app, website, member management and option of targeted campaigns.

HOME HARDWARE

Home Hardware is the largest independent home improvement retailer in Canada, running over 1050 stores across the whole territory.

Since implementing LS Nav, Home Hardware has reaped many benefits:

• Easy management of complex contractor sales and service.

• Management of staff commissions.

• Implementation of several rebate programs, sales packages and rental programs.

• Trading in multiple languages.

• Security, backups and support.

• Centralized ordering/invoicing through head office for all distribution centers.

• Easy interfacing with existing systems.

• Management of gift cards, loyalty program and special orders.

• Continuous growth potential: Home Hardware can

change and grow on the same platform.

JUVENTUS F.C.

Juventus F.C. is one of Europe's leading football clubs. On top of the football team the company runs a B2B channel, an e-commerce channel, a number of retail outlets and temporary pop-up stores.

Since implementing LS Nav, Juventus can:

• See real-time transaction data from all stores in the back office.

• Manage online and physical stores in one system.

• Easily scale, opening new stores and adding new POS.

• Add information in the system to customize products.

• Always be operational, and sell even when the network is down.

• Keep the queues down at peak times thanks to the system's responsiveness.

ASWAAQ

aswaaq is a retail chain based in the United Arab Emirates (UAE). The aswaaq community centers host state-of-the-art supermarkets, complemented by a range of shops and services.

LS Nav has provided aswaaq with the ability to:

• Create a unique, modern shopping environment.

• Give customers a better checkout experience with self-scanning and personal shopper.

• Enjoy greater efficiency. Directors have a 360-degree view of business operations and can take immediate decisions that improve the organization.

• Reduce manual labor with automations, such as electronic shelf labeling.

• Reduce staff training costs and time.

• Utilize a management system that will support its growth and further development.

EFFECTIVE REPLENISHMENT

THE RIGHT PRODUCT IN THE RIGHT PLACE AT THE RIGHT TIME

Reduce capital binding in inventory and increase you bottom line with LS Nav's merchandising and inventory functionalities.

MANUAL REPLENISHMENT WITH ALLOCATION PLANNING

LS Nav Allocation Plan is a powerful tool to prepare a season, preplan purchasing and decide how to distribute retail items. Plan the buying process, allocate to stores and plan buffer quantities for the warehouse. Managers may choose to replenish and allocate the stock manually to push specific stock to stores and/or franchise partners. Based on needs, managers can decide between two allocation methods which allow for different levels of user control.

AUTOMATIC REPLENISHMENT INCLUDING FORECASTING

The automatic replenishment function in LS Nav simplifies item distribution and planning, lowers item stock cost and provides a higher level of item availability in all of your warehouses and stores. The system offers multiple classes of forecasting methods to catch all types of trends in sales history. The software olution also calculates safety stock levels basing on variations in sales, to achieve optimal inventory levels.

OPEN-TO-BUY

The Open-to-buy functionality allows retailers to control the amount of capital invested in products during the sales cycle. This function can also be used to show the difference between how much inventory is needed and how much is actually available. This includes inventory on hand, in transit and any outstanding orders.

LS RETAIL NAV

STAFF MANAGEMENT

TOTAL OVERVIEW OF YOUR WORKFORCE

Manage your staff from headquarters, improve communication and maximize productivity with LS Staff Management.

CALCULATE SALES COMMISSIONS

The system allows you to automatically calculate sales commission for selected items, for item groups, for individuals or groups of sales persons, for predefined periods. Sales commissions are then automatically posted into the company's ledger for full traceability.

PLAN ROSTERS

Plan how many people you need in each role for each shift based on sales forecasts, role budgets and external factors such as the weather forecast.

COMMUNICATE WITH EMPLOYEES

In the Employee Portal staff members can view upcoming shifts, send and receive messages, accept or decline work requests, request to work on specific days, ask for shift changes or time off, and see their manager's responses to these requests. The system immediately alerts managers to requests that need addressing, which they can accept or reject.

TAILORED TO YOUR ROLE

LS Nav is a role-based solution. This means that both back office and POS display exactly the information that each staff member needs to perform his or her job.

CUT YOUR ADMINISTRATIVE COSTS

Quickly review all key staffing information in a dashboard. Check your staff's costs per day, staff member, shift and store, get a precise overview of working hours and ensure that costs comply with the budget. The system also helps you analyze your employees' performance compared to your operational costs, so you can always be sure that you are employing the right people for your business.

LOSS PREVENTION TOOLS

Detect suspicious activity early and prevent losses. LS Nav reviews all POS transactions and extracts those that match pre-defined triggers. The system analyzes the results to create loss prevention events. Such events can then be analyzed further by location, POS, staff, date and time.

"OUR STAFF SPEND A LOT LESS TIME CREATING INFORMATION AND MUCH MORE TIME ANALYZING IT, WHICH ENABLES THEM TO BRING REAL VALUE TO THE BUSINESS."

— CLARE VELLA, CLUB 21 I ARMANI EXCHANGE

PRICE AND OFFER MANAGEMENT

CENTRALIZED CONTROL OVER PRICES AND PROMOTIONS
Manage prices and offers effectively with LS Nav.

FLEXIBLE PRICING
LS Nav allows you to set your prices based on a number of parameters, including time, date, place, and more. This means that you could sell the same product at different prices depending on location, time of the day, form of payment and customer loyalty level.

LARGE VARIETY OF OFFERS
LS Nav supports a wide range of special offers and prom tions. You can set up multiple types of offers such as multibuy, Mix & Match, and different types of discounts. The offers can be active on specific days or time periods, depend on transaction amount or customer loyalty groups - and more.

FREQUENT BUYER PROGRAMS
Reward your customers for repeatedly buying the same type of product. The frequent buyer program allows you to offer shoppers benefits (for example a discount, or free item) even if the purchases occur on different visits.

TOTAL AUTOMATION
Thanks to the system's automations, your staff does not need to remember which promotions are going on and apply them. Based on settings, offers that qualify are automatically applie to all sales.

"THE BEST PART IS WE NOW HAVE A VERY CLEAR VIEW OF WHAT'S HAPPENING IN EACH STORE, ACROSS ALL STORES, AND THROUGHOUT THE ENTIRE COMPANY. AS A RESULT, STOCK ALLOCATION TO BRANCHES HAS IMPROVED, UNAUTHORIZED PRICE MARKDOWNS HAVE BEEN ELIMINATED, AND SPECIAL PROMOTIONS ARE EASIER TO PLAN AND EXECUTE."

— JEFFREY SIM, BEST DENKI

LOYALTY ACROSS THE CHANNELS

INCREASE RETENTION IN-STORE, ONLINE AND ON THE GO WITH LS OMNI
Keep shoppers coming back and gain valuable insights from your most loyal customers' shopping habits.

INCREASE RETENTION WITH THE LOYALTY APPS
Offer in-store, online and mobile benefits with LS Omni's mobile loyalty solution. Your customers can use the app to shop, browse your product catalog, create and maintain shopping lists, view product details and check if specific items are in stock, and where. Register customer profiles and reward your best customers with points when they shop with you, across the channels. Through the app you can send personalized communications and offers, pushing notifications to your customers' mobiles.

PERSONALIZED MARKETING
Improve your marketing campaigns with the information you collect through your loyalty program. Collect data on your most loyal customers' habits and tastes, and optimize your stock based on these insights. Segment your customers based on their habits, interests and shopping history, and send them tailored campaigns and personalized offers.

"WITH LS NAV AND LS OMNI WE HAVE EVERYTHING WE NEED TO REACH OUR GOALS."

— MAURO ZANETTI, JUVENTUS F.C.

THE OMNI-CHANNEL EXPERIENCE

E-COMMERCE, M-COMMERCE, IN-STORE: SELL ACROSS ALL TOUCHPOINTS

With LS Nav, web, mobile and in-store commerce services are totally integrated, giving you total visibility over your whole operation.

E-COMMERCE SITE

Offer your customers an e-commerce platform with exceptional levels of transaction flexibility and seamless fluidity. The platform is responsive to offer a first-class shopping experience, no matter if it's accessed via computer, tablet or mobile. LS Nav can be easily integrated to websites built on nopCommerce, Magento and other popular platforms.

MOBILE LOYALTY APP

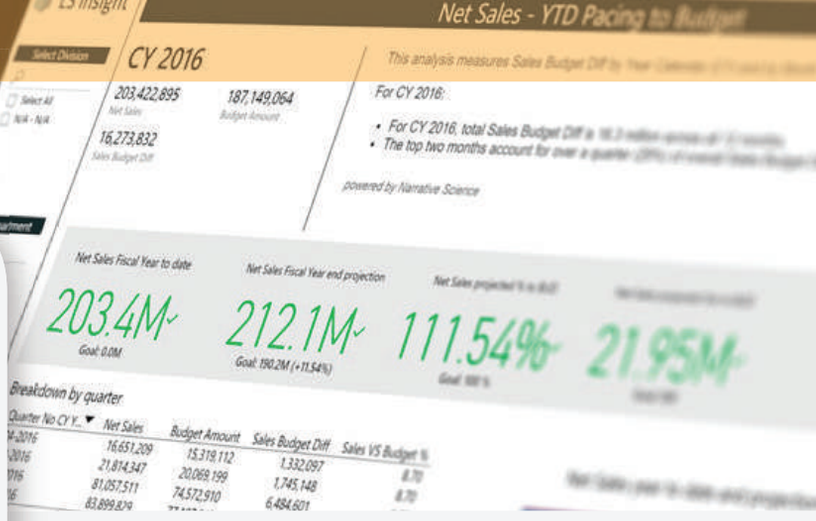
Customers can use the mobile app to shop, check product availability and stock levels, see product images and read descriptions, receive personalized offers, use coupons, find store locations and more.

CONNECT THE CHANNELS

Allow your customers to get their products when and where they prefer. The click & collect feature reconnects your channels: customers can create an order on the e-commerce website or on a mobile device, and choose whether they want to have the products sent home, or collect them in one of your stores.

ALWAYS UP-TO-DATE

All information on items, prices and discounts is maintained centrally in LS Nav and distributed to all touchpoints. This means that product information, prices, offers and product availability are always up-to-date in the e-commerce website and loyalty app.



WITH OUR BUSINESS INTELLIGENCE SOFTWARE, YOU WILL:

- Become a business that takes data-based decisions.
- Be able to take quick and effective business decisions based on real data.
- Gain the insight needed to create effective replenishment models based on consumption, forecasting and inventory levels.
- Learn which channels, store locations, product categories perform best and worst.
- Have a complete view of loyalty members, so that you can create fitting campaigns.
- Monitor KPIs easily with role-based dashboards, ensuring you are always on track.

"THE WORK-HOURS REQUIRED TO COMPILE CRITICAL REPORTS HAVE DROPPED BY 60%. WHAT'S MORE, OUR SALES REPORTS ARE ABSOLUTELY UP TO DATE, WHICH MEANS EXECUTIVES CAN CREATE ACTION PLANS IN RESPONSE TO REAL-TIME TRENDS."

— JACKY CHIN WUI MIN, FOCUS POINT

IN-DEPTH ANALYSIS TOOLS: BI

UNLOCK MORE VALUE AND INSIGHTS FROM YOUR DATA

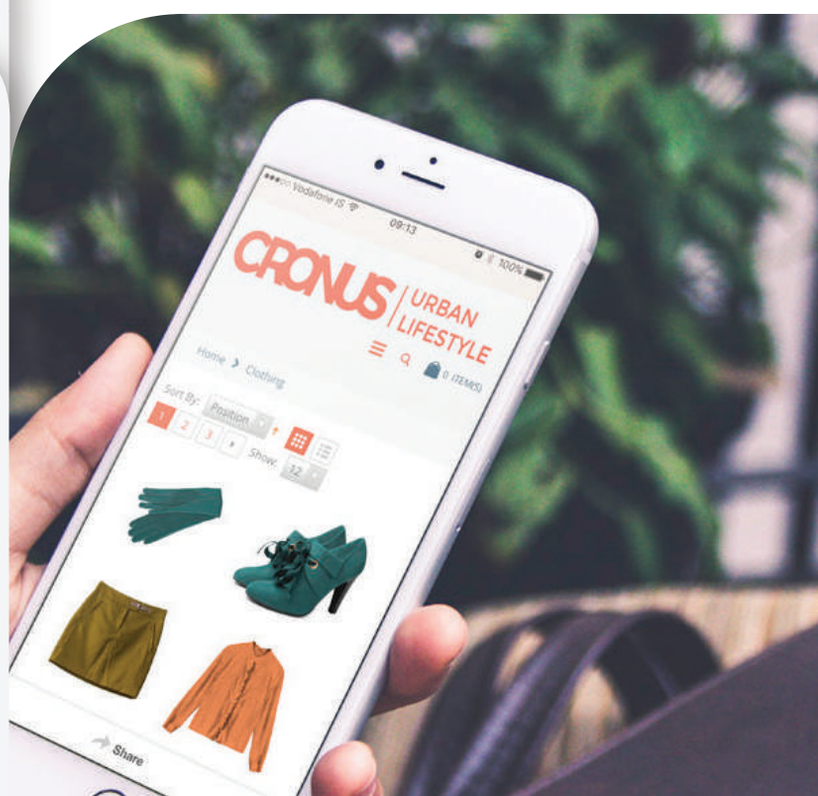
Take informed decisions for your company's future with our Business Intelligence (BI) tools. LS Nav users can choose between two Business Intelligence offerings from LS Retail.

ON-PREMISES BI

LS BI, based on Targit, is an on-premises BI solution designed to give managers relevant and actionable insights into their organization, resulting in improved decision-making and more efficient business processes. LS BI is delivered with a number of predefined sales analyses available on a client, web or mobile device.

CLOUD-BASED BI

LS Insight, based on Microsoft Power BI, is delivered as Software as a Service (SaaS). LS Nav users can subscribe to LS Insight to get an in-depth view into their data. LS Insight enables businesses to access their critical Key Performance Indicators (KPIs) anytime they need, anywhere they are, on PCs or handheld devices.



PERSONALIZED RECOMMENDATIONS

INCREASE YOUR BASKET SIZE WITH MACHINE LEARNING
With LS Recommend you can suggest relevant products to your customers based on previous purchases.

A POWERFUL SALES ASSISTANT
Give your staff a tool that can increase their performance and overallsales. Your staff members will be able to quickly advise customers, as the system presents them with the most fitting alternatives from your inventory.

SUGGEST APPROPRIATE PRODUCTS
With LS Recommend you can inspire your customers by presenting them with items that they are likely to be interested in based on their previous purchases and tastes.

PUSH THE RIGHT ITEMS
LS Recommend can easily help you achieve your sales goals, according to your strategy. The system allows managers to choose which items should be suggested for cross-selling, and which ones should not.

ACROSS THE CHANNELS
Display product recommendations on all customer touchpoints: LS Recommend can be deployed on the e-commerce site, in the mobile app as well as in-store, on stationary POS and mobile POS alike.

"LS NAV CLEARLY INCREASED THE OPERATIONAL EFFICIENCY OF OUR STORES, GIVING EMPLOYEES THE TIME AND OPPORTUNITY TO OFFER BETTER CUSTOMER SERVICE. WITH LS NAV WE HAVE THE INFORMATION WE NEED AT THE RIGHT TIME, SO WE CAN TAKE BETTER DECISIONS."

— MANUELA CALDEIRA, SYMINGTON

POWERFUL DATA REPLICATION

DOES YOUR RETAIL SOLUTION COMMUNICATE INTERNALLY?
LS Nav has an integrated communications module that connects the stores with the head office. The LS Data Director takes care of high-speed data exchange between different databases within the network. Data is compressed before being transmitted, so you can have faster transmission with lower bandwidth requirements – making life easier for retailers who have databases in different regions or countries.

The system makes use of web services to distribute real-time information online, safely and easily. LS Nav also uses web services to seamlessly integrate with third-party systems.

LS Nav has built-in scheduling facilities that can support data replication both in real time and according to pre-defined schedule.

"LS NAV IS THE PERFECT TOOL FOR MONITORING LOCAL SALES TRENDS AND ACTING UPON THE INFORMATION, GIVING US ACCESS TO REAL-TIME STATISTICS SO YOU CAN MANAGE RESOURCES, SALES, STOCK, FINANCES AND PURCHASES IN AN EFFICIENT MANNER."

— PÄR GUNNARSSON, SWEDEMOUNT SPORTSWEAR & FASHION

ONE SOFTWARE SOLUTION, FRONT TO BACK

HEAD OFFICE

- Product lifecycle management
- Manual and automated item creation and maintenance
- Dynamic hierarchy, attributes and other grouping of product
- Stores and POS configuration and management
- Price, offer, coupon and campaign management
- Open-to-buy
- Automatic replenishment and forecasting
- Franchise management
- Serial/lot number support
- Loyalty program, mobile loyalty and portal management
- Special orders, e-commerce, mobile commerce order processing
- Vendor performance
- Staff management and sales commission
- Sales reporting and BI
- Loss prevention
- Allocation planning and replenishment by allocation

CUSTOMER SERVICE

- Mobile loyalty app on various devices
  -- iOS
  -- Android
  -- Windows
- Personalized offers and notifications
- e-commerce stores
- Access to product information on web and mobile
- Map of locations with directions
- Easy loyalty registration and access

STORE BACK OFFICE

- Dashboard for store operations
- POS management
- Cash management
- Stock counting and adjustments by simple worksheets
- Store replenishment by stock request
- Purchase and transfer orders
- Sales history
- End-of-day management
- Flexible architecture
- Manage staff permissions
- Receiving and picking goods
- Stock counting and adjustments
- Item and shelf label ordering and printing

FRONT OF STORE

- Easy-to-use POS/mobile POS
- Fast checkout
- Multiple user interfaces
- Broad POS hardware support
- Multiple payments
- Special orders entry at POS
- Item cross-selling
- Item finder
- Powerful search capabilities
- Member management/Loyalty program
- Click & Collect
- Mobile inventory processes, including receiving and picking

WE MAKE BUSINESS EASY

ABOUT ARQUICONSULT

Arquiconsult is an information systems consulting company, based on Microsoft Dynamics technologies, with offices in Lisbon, OPorto, Vila Real, Barcelona, Madrid, Seville, Salamanca and Luanda.

Composed by the largest and most experienced team of consultants, having already implemented some of the most complex Microsoft Dynamics Business Solutions and being frequently referred to international clients for their implementations in our country.

Arquiconsult is constantly innovating its offer and has several verticals available, for several activity sectors, which add value to Microsoft Dynamics 365.

LOCALIZATIONS

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Co-financed by:

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