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Saudi Arabia**



#6 SEP 2022

ARQUI NEWS

Conquering the Middle East

ARQUICONSULT
Your success. Our solutions.

EDITORIAL

Bridges for the Future



Sérgio Espírito Santo
Arquiconsult Sales
Manager



TECHNICAL INFO

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These last two years have put us to the test, and we have managed to outdo ourselves. Arquiconsult, as an organization, was able to respond to the challenges imposed by the international panorama.

We reinvented our internal practices to maintain the efficiency and motivation of our teams, greatest possible proximity in this phase of uncertainty and distance, even managing to increase global turnover.

Undoubtedly, maintaining the cohesion of our work teams and maintaining our recruitment rhythm were demanding tasks that made us rethink models of work and cooperation, training, and integration, and it gives us great satisfaction to say that we were able to adapt to this new reality, having welcomed more than 50 new colleagues in 2022.

One of our growth factors is our commitment to deliver quality service to our customers and our commitment to develop a multiplicity of complementary solutions that we make available in market.

We work very closely with Microsoft to keep up with technological trends, differentiating ourselves through innovation and adaptation to market demands and responsiveness. We provide the best integrated management solutions for companies from the most diverse activity sectors, and we are committed with the development of low-code business applications, in order to quickly address the needs of our customers, at the lowest possible cost, providing them scalable solutions, with simple maintenance and adaptability.

Today, we are among the largest Microsoft partners in Iberian Peninsula, we continue to enlarge our international partners network, expanding geographically, and growing in other markets.

Proof of this ambition is the opening of our office in Saudi Arabia, with the aim of reaching the Middle East, where several countries need support for their digital transformation.

Although the pandemic has proved to us that distance is not a surpassing

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Proof of this ambition is the opening of our office in Saudi Arabia, with the aim of reaching out to the Middle East, where several countries need support for their digital transformation.

problem, nor does it diminish our ability to deliver, we found the right partner who will locally be the bridge with these different cultures, which will bring us new challenges.

We have the necessary know-how, experience in complex and customized implementations, motivated people and growing internationally is our goal. ■

ARTICLE

Microsoft partners

Empowering people and organizations to achieve more



Diogo Miragaia
Partner Development Manager
Microsoft Portugal



D Since 1990, Microsoft Portugal has worked daily with its Partners, side by side, to transform our economy, our companies, and our society.

Being a Microsoft Partner is, therefore, being part of a global community that connects organizations to relationships, insights, tools, resources, and programs they need to win customers and drive business growth.

Microsoft is a Partner led company – currently, 90% of Microsoft's revenues are associated with Partners, and in Portugal we have approximately 4 thousand Partners, growing at double digits in the last 5 years. This shows not only the vitality of the information technology sector in Portugal supporting national and international customers, but also the commitment to work with our strong Partners ecosystem.

The evolution of customer needs has required new skills from Partners. To address these changes, Microsoft evolved the Partner Network into Cloud Partner Program. This free subscription is the key to community exploration, access to marketing assets, content learning, enablement, and advancements in the technology-intensive process. But the joint path that we have been developing with our Partners does not only translate into business aspect.

Being a Microsoft Partner is also a partnership based on shared values and principles, which govern us daily in the way we do business. It was for this reason that, in 2021, we created the Microsoft Partner Alliance in Portugal.

Currently, we have more than 50 associated Partners and more than 20 thousand people involved. An initiative that emerged with the aim of ensuring that everyone

has the right skills and opportunities to continue to create diverse environments, prioritize sustainability in business decisions and develop responsible and ethical technologies.

Environmental sustainability, digital skills development and diversity and inclusion were the main areas of focus. As examples of actions already carried out, we highlight the planting of 150 trees in the national territory, in partnership with zeroCO2; the creation of the "TGirls" mentoring program to combat the gender gap when entering STEAM courses, which already includes 15 mentors who held a session for more than 120 students; the partnership with "ENTRAJUDA" to deliver technical and digital training to NGOs, in which we hope to impact a thousand employees and the creation of an impact week in which all entities were challenged to carry out a volunteer action, such as beach cleaning with the "Movimento Claro", achieving 125 kg of garbage collected.

We are therefore proud to have Arquiconsult in the Microsoft Partners Alliance in Portugal. We highlight the investment in the construction of new solutions and the significant investment in resources training and team growth, particularly in Microsoft Business Applications area.

The opportunity to strengthen this partnership is huge and we count on the contribution of Arquiconsult to enhance and modernize our business ecosystem through technological innovation and cloud migration, thus making our companies more competitive in a market that is increasingly digital and global. ■



CUSTOMER

DUX

From Sweden to the world with Arquiconsult

Founded 90 years ago, DUX is a mattress company that combines technology with comfort. The Swedish brand is managed by Efraim descendants, the creator of an innovative spring system that made DUX one of the most important luxury mattress companies in the world

Continuous work and in-depth research have allowed the company to achieve its main objective: to build beds that allows deep sleep, offering the necessary comfort to regenerate the body while sleeping. For DUX, innovation does not mean superficial changes. Before incorporating any improvements in its products, it carries out an exhaustive investigation, allowing for measurable and verifiable updates.

In order to face the company's international growth, DUX decided to implement an information management system that would allow a significant improvement in the daily management of the business. According to Paulo Pereira, IT Director, the implementation of Microsoft Dynamics NAV 365 made "our work method, our workflow, change drastically. We went from a company with a basic organization concept, to a totally different shop floor company", he clarified.

Susana Guimarães, Dux Financial Director, explains that the company needed to have greater control over the documentation flow, since it has two manufacturing units and a large documentation flow between the two units. "We consulted the market, saw some proposals, one of them was the Continia, which was the one that best suited our reality. Since it is already integrated with Nav, it allowed us to integrate much easier, more freely and fluid, information with the accounting system", she said.

One of DUX's main concerns, which led to the search for an innovative ERP, was business transparency. "We wanted to achieve greater visibility on our data, statistics, performance, so that we could evolve year after year, and this was achieved", said Paulo Pereira.



One of the strengths of Microsoft Dynamics NAV 365 is that it effectively meets the specific needs of medium and large organizations with business in multiple locations and countries. This is a complete enterprise resource planning solution that automates and simplifies business processes. It also connects the user with global customers, business partners and subsidiary companies in a way that helps achieve business success. This is a management solution that allows effective planning of resources, enabling the automation and simplification of processes and the interconnection between users and their customers and partners, for efficient management and business development.

In order to further optimize the management of the company's warehouse, DUX introduced new portable terminals that allows a quick and effective product identification, organization and cataloging.

"With this new terminal system, we were able to effectively reduce the time spent by users in carrying out processes. We were also able to optimize our relationship with the parent company in Sweden and the interaction between the two companies. And finally, we managed, in a very organized and very smooth way, to distribute our warehouse in a way that is more focused on the end customer, with the aim of spending less money, less time, and being more efficient. "I'm proud to say that the solution works 100%. People love the solution", concluded Paulo Pereira.



The relationship with Arquiconsult

Over the years, DUX's relationship with Arquiconsult has grown and as a result a relationship of trust and loyalty, the company has been acquiring new products, new solutions, which have allowed it to conquer, step by step, a new level within the sector.

"The relationship that DUX has today with Arquiconsult is based on trust, availability. Whenever we have a problem, in addition to accessing the support platform that Arquiconsult has, we are always able to establish a more direct line, closer and faster with our consultants, who provide us with solutions, in a short space of time", says Paulo Pereira.

“

Today I am proud to say that the solution works 100%. People love the solution!

Paulo Pereira

IT Director, DUX Portugal

“

We have a very practical, dynamic and very good relationship with Arquiconsult.

Susana Guimarães

Finance Director, DUX Portugal

Susana Guimarães, on the other hand, describes DUX's relationship with Arquiconsult as "a very dynamic, very fast relationship. We have a very practical, dynamic, and very good relationship with Arquiconsult".

As a future project, DUX foresees the possibility of incorporating ERP Business Central, in its own stores, which it has around the world. "I think we just have to look to the future, not only speaking for DUX, but also speaking for Arquiconsult, with a great perspective of continuing to evolve companies, mutually", concluded Paulo Pereira. ■

The curious history of DUX mattresses

In 1924, Swedish chocolate maker Efraim Ljung walked into a small hotel in Chicago and was fascinated by the comfort of the bed. Using a small pocketknife, he carefully cut through the mattress to uncover the flexible springs inside.

Back home in Sweden, Efraim changed the focus of his confectionery business and began to dedicate his time experimenting flexible steel springs of different strengths and elasticity. He formed DUX and started manufacturing mattresses in Malmö in 1926.

In the US, the history of DUX dates back to 1977, with the opening of an exhibition hall and offices in New York. Ten years later, DUX introduced the DUXIANA marketing concept in Europe, Great Britain, and the United States.

With more than 90 years of existence, the Swedish brand remains 100% family owned. Ephraim's four great-grandchildren take over the company, leading it along the path set by their ancestors.


[Find More](#)


SOLUTION

Microsoft Dynamics 365 Supply Chain Management



Pedro Ferreira

Microsoft Dynamics 365 SCM Manager
Arquiconsult

Why should your Supply Chain be supported in Dynamics 365 Supply Chain Management? Discover all the advantages of this solution!

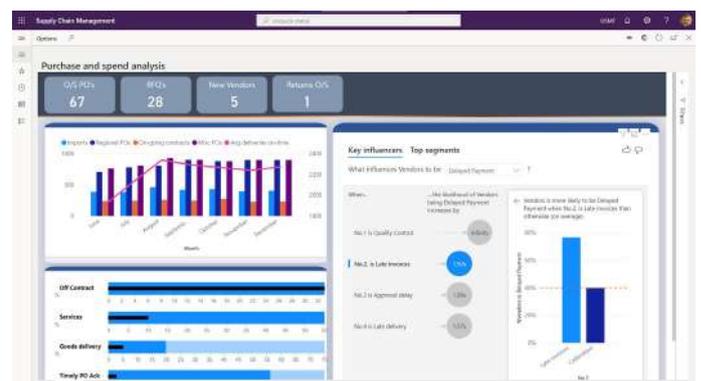
In a world where the concept of management is constantly changing, digital transformation is currently one of the biggest concerns of managers. Responding to today's demands and market dynamism implies having a quick response, technical agility, and an ability to predict and deliver the final product without failure, articulating all the information from demand to supply.

Business success essentially depends on adaptable management that automatically reacts to partners' business challenges, with real-time visibility of orders, transactions, and agile planning that allows you to predict trends or behaviors to adjust your business. And that's why it's so important to have a software that responds to all these challenges.

Of the multiple advantages provided by ERP Dynamics 365 Supply Chain Management (SCM), we emphasize three above all: the fact that it is a multi-company, multi-language, inter-company integration solution, allowing an integrated supply chain flow.

Adapted to SMB to Enterprise business activities, compatible with the realities and legal requirements of several countries, Dynamics 365 SCM will allow its users to access and cross-reference information from any production unit, from raw materials reception, through production and final product dispatch, also allowing to control stocks, costs, and sales, regardless of where it is.

With Dynamics 365 SCM, the ability to respond to the market will be more efficient and internally you will have greater flexibility in the execution of work processes, making it more competitive and with greater sustainability in decision making.



Some of Microsoft Dynamics 365 SCM key benefits

Reliable planning

- ▶ Continuous planning in almost real time
- ▶ Demand prediction based on machine learning
- ▶ Elimination of stock out situations
- ▶ Complete management of perpetual inventory

Cost optimization

- ▶ Simplification of the relationship with suppliers
- ▶ Effective cost management
- ▶ Simplified shopping flows
- ▶ Sustained investment decisions

Production with innovation and sustainability

- ▶ Creation of interconnected production units
- ▶ Improved visibility and control of "shop floor"
- ▶ Continuous and efficient production guarantee
- ▶ Monetization of your human resources, machines, and equipment

Precise operations

- ▶ Reduction of machine downtime
- ▶ Monitoring scheduled actions or equipment repairs
- ▶ Monetization of overall equipment effectiveness (OEE)
- ▶ Synchronization of schedule and production
- ▶ Accuracy of warehouse operations through mobility systems
- ▶ Product and process quality control

“

Digital transformation is currently one of the biggest concerns of managers. Responding today's demands and market dynamism implies having a quick response, technical agility, and an ability to predict and deliver the final product without failure, articulating all the information from demand to supply.

Pedro Ferreira

Microsoft Dynamics 365 SCM Manager, Arquiconsult





CUSTOMER

Conesa Group

World leader in tomato processing

The Conesa Group was founded in 1976 as "Conservas Vegetales de Extremadura" and its main activity is tomato processing.

The activity began to be developed in a central factory, located in Badajoz, which has an annual capacity of 6 thousand tons of fresh tomatoes per season. This volume of production made it one of the largest producers in the world, since 80% of the tomato processed in Spain grows here. At that time, it had already become a leading company in tomato processing and transformation, thanks to the unstoppable growth it achieved.

Currently, Conesa is committed to expansion and international opening, taking this company from Badajoz, its homeland, to be present in the most important tomato markets in the world, such as Portugal, China and the United States. This presence will make it one of the eight largest companies in the world in tomato sector and tomato powder production on the planet.

The constant evolution and business growth has paid off, as it currently has more than 10 factories in four countries and a presence on three continents, which allows it to process more than 8.2 million kilograms per day (more than 3 million than five years ago) and with numbers per season that can reach up to 750 million kilograms of processed tomatoes.

To make all this possible, they had to abandon the obsolete software systems they had and adopt a global and efficient ERP solution capable of covering all processes and areas (as finance, purchasing, inventory, production...) of their business on a single platform. The elected Microsoft



solution was "Dynamics 365F&O", and Arquiconsult was chosen to implement the project, due to its great importance and difficulty, in order to satisfy the needs that Conesa Group demanded.

The Dynamics 365 F&O framework covers all functional areas of the company. From manufacturing and shipping readings to the allocation and communication of hours worked by operators, passing through the commercial and administrative processes, in an intuitive way, which allows a resources efficiency increase.

On the other hand, the scalability of the product will allow for the necessary growth depending on the information needs required by Conesa in the future.

Arquiconsult, together with its technological partner Telefónica, supports and will support Conesa in this process of technological transformation and modernization, aware of the importance of a gradual adaptation of all interested parties. ■

Testimonials from our Customers



Laura del Blanco Bravo
IT Manager, Orpea Iberica

“

At ORPEA España we had the challenge of integrating into our Dynamics 365 Business Central ERP sales management and additional services of more than 30 POS in the cafeterias of the geriatric centers throughout Spain and Portugal. Arquiconsult as our technologic partner for years, offered us the LS Retail solution, which is 100% integrated with Dynamics 365 BC. Implementing LS Retail has been quick and easy. Now, we can analyze information about POS transactions at the headquarters in an automated way, eliminating internal costs and manual administrative tasks and avoiding errors.



Alfonso Ruiz Sosa
General Director, 30 Degrees Hotels

“

Arquiconsult successfully implemented, and in record time, Microsoft Dynamics 365 Business Central for economic/financial area, integrating the information from our current PMS, using the technology of Microsoft Power Platform. Currently, relying on Arquiconsult's professionalism, we are implementing a new and exciting Business Intelligence project with Microsoft Power BI, which will allow us, using the different Dashboards and KPIs suggested by Arquiconsult's business consultants, to analyze the information from a single product generated in different systems for decision making in short, medium and long term.



Javier García Gómez
Finance and HR Director, BCA España

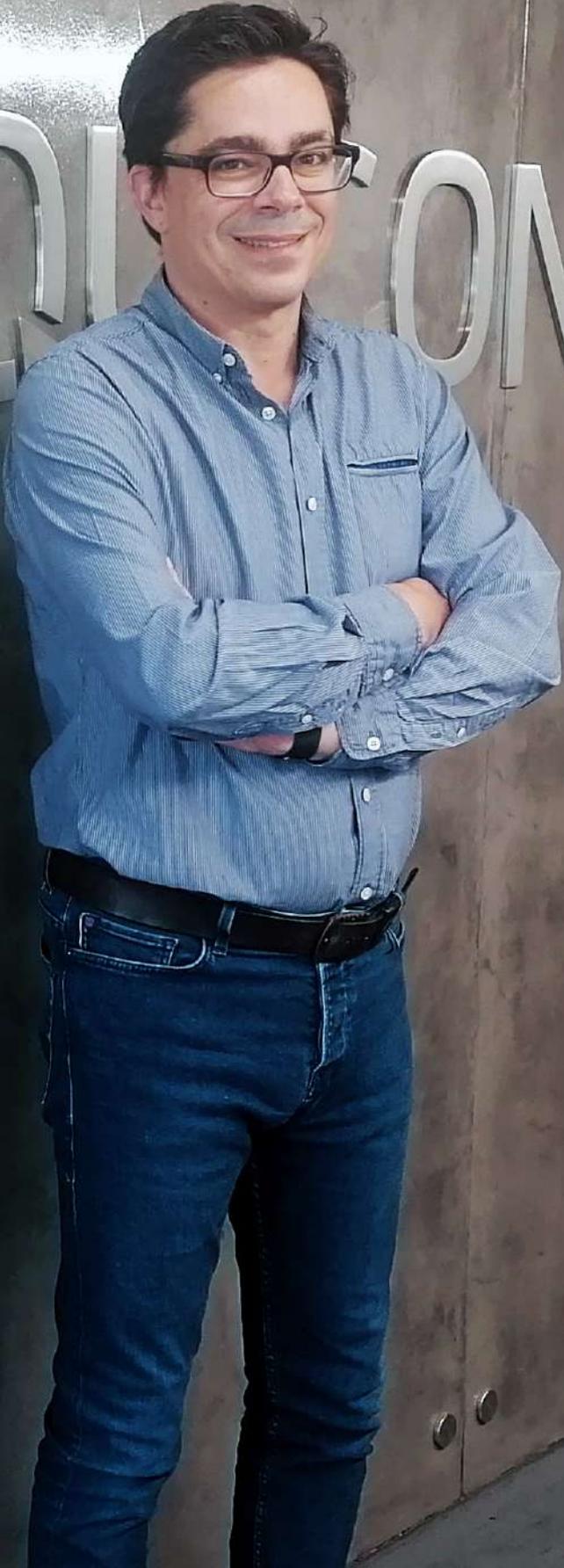
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The implementation of Business Central was a very important project for BCA Spain and it was successfully completed, both in terms of time and quality. The collaboration and availability of Arquiconsult team has been excellent in every phase of the project.

INTERVIEW

ARQUICONSULT SEEKS TO CONQUER MIDDLE EAST MARKET

ARQUICONSULT

A man with dark hair and glasses, wearing a blue button-down shirt and blue jeans, stands with his arms crossed in front of a metallic wall. The wall features the word 'ARQUICONSULT' in large, raised, silver letters. The man is smiling slightly and looking towards the camera.

Miguel Tiago de Almeida
Board Member
Arquiconsult

Arquiconsult advances to the Middle East market, having Saudi Arabia as its starting point. Miguel Tiago de Almeida, Board Member of the company, explains why this market and what are the company's' prospects.

Arquiconsult ended 2021 with a turnover in Portugal of 16.6 million euros, that is, 17% more than in the previous year. What was this growth due to?

Arquiconsult has shown great growth since its beginning. Last year was higher than average, but this evolution for us is natural and results from the strategy defined since the beginning of this project. We defined that we wanted to be the biggest and best Microsoft information systems implementor in Portugal and one of the three biggest in Iberian Peninsula. Fortunately, the data have shown and materialized this in recent years.

It has always been our purpose to grow in a sustainable way, with excellent work, which essentially involves delivering quality solutions with add value to our customers. We always aim to be more a partner than supplier, as we believe that this is what makes sense in this business.

In 2021, growth was essentially a result of two factors. On one hand, the consolidation of our position in Portugal as the largest Microsoft partner, and, on the other hand, the focus on the international market, which already represents 60% of turnover and gave the extra push to sales increase.

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Choosing a new geography always depends on these two factors: the potential of the market and then finding the right partner or the right person to lead locally the business. We can say that Saudi Arabia successfully brings these two factors together.

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The pandemic allowed us to understand that it is possible to implement projects remotely and made us no longer afraid to go to geographies as far away as Saudi Arabia.

It should be noted that this growth is possible because, in addition to the organization and management strategy of the company, the commitment and quality of our consultants' work that allow us to deliver solutions that contribute to customers' growth.

Now, the company is present in four Spanish cities, Madrid, Barcelona, Salamanca, Seville, Angola, and in Luanda with an office. The intention is continuing to grow in other geographies, namely Saudi Arabia. Why the choice of this country?

Internationalization is part of our strategy. In Portugal, as I said, we are already Microsoft's biggest partner in Business Solutions, and given the size of the country, the growth potential is limited. Therefore, if we want to grow it will not be in Portugal. It is therefore up to us to consolidate our position in our country and then follow the natural path, which is to take the quality of our work to other markets.

Internationalization can be done in two ways: selling to foreign customers from Portugal, something we also do with great success, and, at the same time, opening offices in geographies that we believe may have great growth perspectives.

Choosing a new geography always depends on these two factors: the potential of the market and then finding the right partner or the right person to lead locally the business. We can say that Saudi Arabia successfully brings these two factors together. In terms of potential, the country is undergoing an economic transformation process, as the Government intends in the medium term to become an economic and financial center in Middle East. Basically, replacing Dubai and its role as an economic power in the region. This Government decision will have a major impact on companies, as large amounts of money will be made available from the country's budget to help companies digitally transform. In other words, there will be a need for companies to implement new management solutions, but it will also be necessary to implement firmer rules in fiscal terms and compliant with the country's legal requirements.



I'm not afraid of the future, but you always have to be alert and tune the machine as it goes.

This change enhances management solutions, as they exist precisely to answer these questions.

Furthermore, in that region there is no great expertise or knowledge in consulting. There are very few companies that provide services in this area, so it seems to us that there is an excellent base to open an office and explore the entire Middle East market.

The second factor, as I said, is having the right person! We cannot open an office in a geography without having someone who knows the culture of our company, our DNA, shares the same values and who has the competence and characteristics to lead business in that country. In Saudi Arabia we have someone who worked with us as a customer on several projects, who embraced this challenge with us and in whom we trust. Solayman Rafae is Lebanese, knows the region, has lived in Saudi Arabia, and will lead our office. It is important to have a local person, from that region, with experience working in Saudi Arabia, who shares our values and who knows what this business is all about, to bring it to success. Saudi Arabia was the choice. We will see in the future if it was the right choice, as a base to explore business in the Middle East.

What prospects do you foresee for Dynamics 365 Business Central in this market? When is expected the product localization in this country?

The localization is currently being developed and we estimate that by the end of the year it will be available for implementation. It is a critical factor, because as I said, what leads us to that geography, and what boosts this business, is the increase of a set of rules to be implemented by Saudi Arabia Government for taxes and fiscal reporting, and that can only be done with a product that is adapted to these characteristics. We are currently building these solutions and by the end of the year they will be available. Regarding solutions' potential, both Microsoft Dynamics Business Central and Finance and Operations, we consider having great potential in this country. Currently, companies use local solutions that are not minimally prepared for what is expected for the future.

So, if there is money, if there is a product and if there are companies that need to implement these products, we believe that the opportunities are great.

As a result of the acceleration of companies' digitalization, all over the world, remote work is now well established. Did this factor influence the choice of this new geography?

The implementation of management solutions, of ERPs, is an activity that depends on the close contact with the customer. One of our grounds when implementing a project is to build a mixed team. To be successful, there must be a joint team, of consultants and the customer employees, who must work very closely, dividing tasks, sharing problems, and solving together whatever there is to solve.

For this reason, we always get used to working at customer's "home". Over the years, we have come to realize that the fact of being at the customer and in close contact, allows us to perceive new business opportunities. With the pandemic, the landscape changed, and we had to rethink the whole process. We spent two years delivering projects without face-to-face contact, but luckily, we overcame the difficulties and were successful. We ended up realizing that yes, it is possible to do projects remotely, but that it is not the same thing, that is, it is important that there is a hybrid model. There is a set of tasks and activities that continue to work better in person.

The pandemic allowed us to understand that it is possible to implement projects remotely and made us no longer afraid to go to geographies as far away as Saudi Arabia. However, our goal there, like in other geographies, is to create a local team. Initially, the projects will be carried out from Portugal, that is, almost entirely remotely, but we are already from the beginning creating a local team that then creates critical mass and knows how to autonomously create local projects. Over time, there will be no longer any need to involve Portuguese consultants.



What, in your opinion, is the future of the information management systems sector?

The solutions we implement will always be necessary as long as there are companies that need to be well managed, to define strategies, to monitor business evolution and to comply with legal and tax requirements.

In technological terms, it is obvious that new challenges will arise, because technologically products evolve a lot and, if we are not prepared or are not working with the right solution, we can fall behind. In the last 3 or 4 years we have seen some changes compared to the reality of 5 or 6 years ago.



On the one hand, Cloud, which is not yet but will represent the largest share of the market, which is, the implementation of management solutions on Cloud (software as a service), will replace the classic model of implementation on premise. This happens because the manufacturers, namely Microsoft, are doing a great forcing to do so, and this happens because it is more profitable. I predict that within 5 to 6 years we will only be working on the Cloud.

Another short-term change is Low Code solutions implementation. Previously, companies worked on islands and departments did not exchange information. Then, with the emergence of ERPs, it was possible to put everything under the same umbrella and within the same application, and it became possible to respond to all the company's requirements. And for 20 years that's what we've been doing. The only less positive part is that by putting everything under the same solution, there are areas that can miss some requirements. What we are now watching, as the result of technological developments made by manufacturers such as Microsoft, is the rise of Low Code solutions, such as Power Platform, which allow us to create small solutions very quickly.

This is leading to a path where the ERP no longer must respond to everything. The ERP continues to be the base, where company's core is, but it becomes possible to develop new Low Code applications for other more specific

areas. To be successful, companies must be prepared for these two factors: having a solution that works in cloud and knowing how to implement projects in the cloud; and still be prepared to work with Low Code solutions and present the customer with a solution that is not a heavy ERP.

And how do you see the growth and evolution of Arquiconsult's business?

I clearly see a positive evolution. Arquiconsult is well prepared and well organized for what I foresee will be the challenges in this area, as it has the capacity to face them, from the outset due to its commitment to internationalization. The path we have been following for a few years, the fact that we were not afraid of being a Portuguese company going abroad, was crucial.

This international commitment allowed us to grow to a dimension that would not have been possible if we had stayed only in Portugal. When we have this dimension, we are prepared, both in terms of knowledge, financially and technologically. Over time we have evolved, and we always try to anticipate the future.

We have been preparing the team for a long time to implement projects in Cloud and we have been working with Low Code tools, precisely to be prepared for these upcoming challenges. I'm not afraid of the future, but you always have to be alert and tune the machine as it goes. ■

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I clearly see a positive evolution. Arquiconsult is well prepared and well organized for what I foresee will be the challenges in this area, as it has the capacity to face them, from the outset due to its commitment to internationalization.



NEW MARKET

Solayman Refae and Arquiconsult in Saudi Arabia

The second half of 2022 will be challenging for Arquiconsult. At stake is the conquest of a new market: Saudi Arabia. A distant country, with a distinct culture and different customs.

In order to reduce risks and be able to take a safe step, Arquiconsult bets on a Lebanese consultant, with 25 years of experience in that specific market, Solayman Refae.

Relationship with Arquiconsult started in 2016, when Solayman Refae was working for a company in United Arab Emirates company and needed to do a market consultation to find a partner in information systems. "I hired Arquiconsult after a rigorous supplier selection process, for a very challenging multi-year project."

After this successful project, I awarded three more, and so, a relationship of trust was born. I appreciated the fact that they were very disciplined, focused, hardworking and with a strong business value," he explained.

With extensive experience in the sector, as a result of working in top organizations such as Bell Canada, IBM Canada, Merrill Lynch, Webcor, and Saudi Air Defense from Canada, KSA, UAE and Africa, Solayman has several contacts in the region and knowledge about legal issues practiced in those countries, a factor that also influenced the proposal made by Arquiconsult.

As is well known, in 2016, the Kingdom of Saudi Arabia began a process of economic transformation with the clear objective of renewing an economy that was mainly dependent on oil and moving towards a more diversified economy. A national project was created, through which the country intends to be the heart of the Arab and Islamic countries and at the center of investment. As main concern in this project is naturally the country's digital transformation. "The UAE started the implementation of VAT program on January 1, 2018, in two phases: first VAT invoicing and, in the future, electronic filing, which will be effective in 2023. It should be remembered that Saudi Arabia government only introduced Cloud for the first time in 2019," explained Solayman Refae.



Solayman Refae
MENA Managing Director
Arquiconsult

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I believe it will be possible to help transform and improve organizations business performance in the United Arab Emirates.

To be able to address these emerging opportunities and be close to final customer, Arquiconsult decided to open an office in Saudi Arabia. In an initial phase, the company intends to show its potential, through business development, direct contact, connections, and collaboration with other companies.

"With Arquiconsult's technology and business knowledge, I believe it will be possible to help transform and improve organizations business performance in the United Arab Emirates. first place. The main solutions that we will implement will be Microsoft Finance & Operations, Supply Chain Management, Customer Engagement, Business Central and Power Platform", he explained.

Arquiconsult thus begins its commitment to a new geography. Saudi Arabia will be the gateway and base for exploring the entire business in the Middle East region. ■



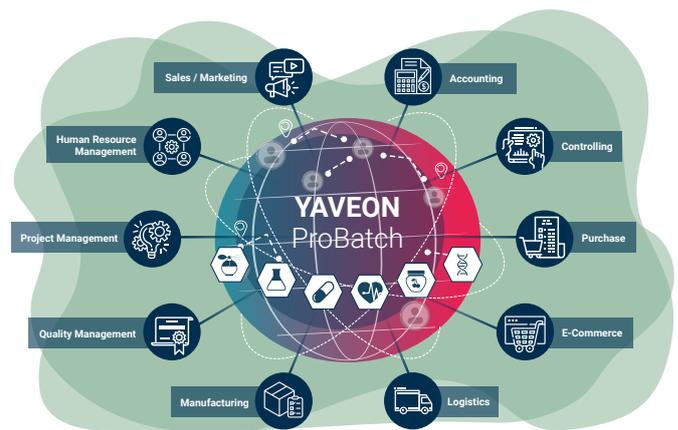
SOLUTION

Yaveon ProBatch

Batch management and product tracking



Paulo Marques
Business Unit Manager
Arquiconsult



1 00% integrated with Microsoft Dynamics 365 Business Central, and with other Microsoft solutions, Yaveon ProBatch will allow you to verify revenue and production costs, control deviations in quality criteria, have visibility and track production batches or rigorously evaluate the quality of raw materials and supplies.

This is a suitable software for any chain production company, which requires the best support for its production processes, for maximum logistical efficiency and profitability of its resources, guaranteeing the fulfillment of delivery time to final customer and a complete control of production costs.

A versatile solution that suits companies in chemical, pharmaceutical, medical, biotechnological, cosmetic or food sectors, which demand high quality standards and product tracking.

ot Management

NTo ensure the correct handling and use of materials in chemical industry, it is crucial to carefully manage all information regarding batches, expiration dates and serial numbers.

Traceability

The Batch Management Module allows, among other available functions, to list, on request, all the movements of use of a batch. This functionality also allows you to monitor all movements related to the quality of the batch and its status.

Recipes and Product Specification

In addition to controlling the common manufacturing and production specifications and instructions, the system also manages the added work instructions (additional texts). The system provides, as a base, functionalities for active ingredients calculation, adjustments to the amounts of active ingredients and raw materials, as well as fillers (if necessary for a specific batch), being therefore suitable for companies in pharmaceutical sector.

Information Security

To ensure a process compatible with international standards, such as FDA and GMP, it is necessary that basic functionalities and system access by user are supported by a specific concept of information security and access to it. Users access to the system can be based on various restriction criteria.

This solution supports production and guarantees the compliance requirements with: the procedures of regulatory bodies, industry standards of processes, with the application of operational conducts and with the quality policies of the organizations. ■

INTERNATIONALIZATION

Arquiconsult in the world





 **We Are Present**

 **Offices**



PRINTVIS

SOLUTION

PrintVis

The future of printing

To successfully manage your printing business, you need to control all production, storage and invoicing processes, preferably in a single solution. PrintVis was developed under Microsoft Dynamics 365 Business Central ERP and is a state-of-the-art management software to respond to the challenges of graphics and printing industry. With PrintVis you can control and follow the workflow in your organization, have a complete view of quotations, orders, running processes or final work delivery.

This software was developed to ensure that each job has a responsible person who accesses the various stages of production, at each different stages of the process, until the delivery of the product to final customer.

With a single software all stages are ensured, from budgeting, production planning, inventory and raw materials purchase, order and production management or cost analysis and financial management. PrintVis also offers advantages such as its integration with CRM to improve customer management or the possibility of extracting financial analyses, with different business aspects, allowing to store numerous detailed and personalized statistics for each interlocutor in the organization.

Controlling the entire print job process, from quotation to production, delivery and invoicing, PrintVis reduces task execution time and maximizes your investment. PrintVis guarantees an integrated, user-friendly and accessible solution for. ■

Find more  



Paulo Vieira

PrintVis Development Manager
Arquiconsult

Main advantages of this solution for companies of graphic, printing or packaging sector

- ▶ Fast, secure and accurate quotes
- ▶ Workflow visibility and control
- ▶ Information control
- ▶ Access to seamless deployment options
- ▶ Adjustable indoor and outdoor planning
- ▶ Full control of working documents
- ▶ Stock and purchase control
- ▶ Complete delivery system
- ▶ Flexible billing
- ▶ JDF certificate



EVENTS

Arquiconsult closer to customers

BeDIGITAL 2022 Bilbao - Spain

Industrial application of digital technologies

Between the 13th and 17th of June, Arquiconsult was present at one of the biggest events related to industrial application of digital technologies. BeDIGITAL took place in Bilbao, Spain, and received thousands of visitors. Under a format that combined exhibition and congress areas, BeDIGITAL became the meeting point between consulting and programming companies and industrial companies that are users or potential users of digital tools. ■



GRAPHISPAG 2022 Barcelona - Spain

The Present and the future of printing

Aware of the growing development of graphic sector, Arquiconsult was present at GRAPHISPAG, in Barcelona, with a product of excellence — PrintVis (Print Management Information System, MIS). It is a software developed specifically for the graphic and printing industry. PrintVis was built directly in Microsoft Dynamics 365 Business Central and built with industry-specific MIS functionality. ■

Expo RH Estoril - Portugal

The biggest Human Resources event in Portugal

Estoril Congress Center once again hosted the biggest Human Resources event in Portugal, Expo RH. Arquiconsult was present, with two fundamental solutions designed for Human Resources Management — NavHR and ERP that ensures HR management processes and facilitates companies' daily tasks and Employee Portal, a simple, intuitive and essential solution, that can be used wherever the customer is and when he has more time. ■





VILA REAL EVENT

Arquiconsult brought together customers, partners, and employees

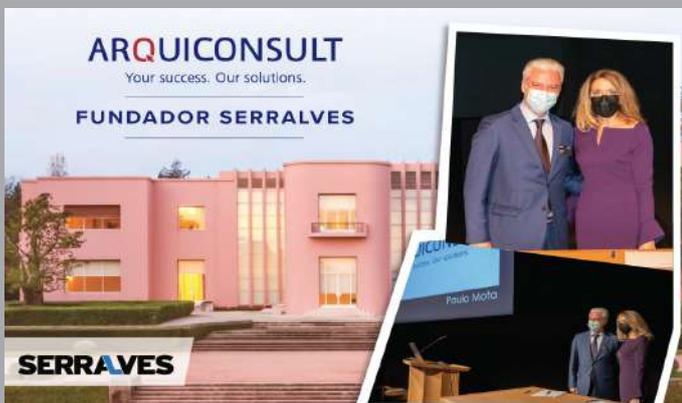
Arquiconsult held, on the 3rd of June, in Vila Real, an event for clients, national and international partners, and employees, with a total of more than 250 persons. The atmosphere of relaxation and sharing was enthusiastically celebrated by everyone, after all, since 2019, it has not been possible to bring the whole team together.

In a moment of balance and sharing, Rui Santos, CEO and Chairman of the Board, the company's administrator, made a point by reminding everyone that "success is anchored in all our employees, customers, partners and friends. And drives to do better, and to go beyond expectations."

"Today we are better because we work with the best. Our thanks to all those who walk with us side by side", he concluded. ■



Social Responsibility



Arquiconsult is a Founding Member of Serralves Foundation

Arquiconsult signed a cooperation protocol with the Serralves Foundation, having become one of the founding members of this Institution. With this step, Arquiconsult intends to collaborate with the Foundation to create opportunities for access to culture. Since commitment with the community is one of the company's pillars, the protocol reinforces the role that Arquiconsult intends to play in the cities where it operates. ■



Humanitarian support to Ukraine and the Ukrainian army

Aware of the importance of supporting Ukrainian soldiers and families, Arquiconsult sent in March 2022 the first truck with humanitarian aid to that country. Practically a month after the Russian invasion, Arquiconsult was able to gather supplies and medical equipment and pay for their shipment.



Since the beginning of the war, Arquiconsult has already sponsored the shipment of three trucks, in partnership with three customers in transports sector - Bruno TIR, Transportes Figueiredo and Pombalense - at a total cost of 15 thousand euros. In addition, the company donated 50 thousand euros to the Ukrainian army. In February 2022, the crisis between Russia and Ukraine deepened and diplomatic negotiations to subjugate Russia failed; Russia moved forces into separatist-controlled regions on February 22, 2022. ■



Toy collection for Refood

Arquiconsult promoted a toy collection for the children of families supported by Refood, an IPSS dedicated to food recovering and feeding people in need through the inclusion of local community. The employees from Odivelas, Matosinhos and Vila Real offices participated in this activity. Small gestures that count a lot and makes a difference. ■

EMPLOYEES TESTIMONIES

Hybrid Work Regime



Teresa Aguiar DYNAMICS 365 F&O DELIVERY, PORTO

The hybrid work regime allows us to have greater flexibility and control over working hours, which in turn results in a better balance between work and personal life. Our satisfaction increases, as does our productivity, benefiting both the employee and the company.

Everyone wins! With more and more companies opting for this hybrid model, it is starting to become a powerful card for talent retention. For me, personally, it is a decisive factor when choosing a job and I can't even imagine working in a company that doesn't offer some flexibility at this level. ■



Everton Guimarães DYNAMICS 365 F&O DEVELOPMENT, MADRID

Remote work gives me the possibility to be closer to my family and spend more time with them. I have had more time to carry out other activities and I believe that I also have a gain in terms of life quality by not having to commute from home to work every day. In my experience, even being in a different time zone, it has worked very well. With great communication and alignment, we managed to make the workflow smoothly, meeting deadlines. In addition, the time zone difference, in some urgent cases, allows us to have a larger time window to solve the problem. ■



Sara Joaquim AUTOMOTIVE ENGINEERING, LISBOA

From my point of view, hybrid work may or may not work, depending on the worker's profile. Considering my profile, the regime that brings me the best use and satisfaction when working is the face-to-face one, as it is where I have direct contact with people and where communication happens more fluidly (which is why I completely dispense remote work). Thus, the hybrid work regime presents, for me, several challenges both at a personal and professional level: from a personal point of view, I feel the need to divide the work space from the leisure space, which, with this regime, becomes difficult; at a professional level, given what I mentioned earlier, it is easy to understand that, when working in a remote format, I don't have the same pleasure and performance that I would have in a face-to-face regime. ■



Paulo Santana DYNAMICS 365 F&O DELIVERY, PORTO

From the perspective of an employee who starts his evolution in a new company during pandemic, there are several challenges and advantages that remote work brings to everyday life. One of the biggest difficulties I encountered was the issue of training. The experience of being trained through Microsoft Teams is completely different, when compared with face-to-face training, in which it is possible to have greater interaction and easier communication.

There is also less integration in the company, despite all efforts to mitigate this feeling, as it is impossible to compare the office experience with remote. However, it is undeniable that remote work brings multiple benefits, such as saving time traveling and having more silence and fewer distractions, which allows for a greater focus on work. Flexibility between teleworking and office is always important, as it allows the employee to choose what best suits their working day. ■



Ana Cajada EMERGING TOOLS, LISBOA

I am entirely in favor of the hybrid work solution, as it allows us to better manage and reconcile our personal and professional lives, saving, for example, travel time and lunch hours when we stay at home, but also allowing us to maintain a healthy and so important closeness with colleagues when we are in the office. ■



André Ferreira CUSTOMER ENGAGEMENT, VILA REAL

The hybrid system has presented many positive points and a very interesting symbiosis between remote work and office work. Remote work has its positive points of lower costs/expenses and fewer distractions during the day, that is, I see that my productivity is higher on those days. While in the office, the focus is kept also on tasks and productivity, but it contains a very important fundamental component, which is socialization and communication with people, in my case, I missed it. ■



Telma Melo DYNAMICS 365 BC, LISBOA

When I started my journey at Arquiconsult, in June 2020, the country was going through a global pandemic, something that had not been experienced in about 100 years. Arquiconsult, being an information systems company, not only continued to perform all its activities, but compared to previous years, it gained even more projects, more customers, more national and international markets. A company that even from a distance managed to unite its employees, through virtual meetings, gifts sent home, so that we could be closer. The company implemented the so-called 'hybrid regime'. I really like hybrid regime, because remote work gives us some convenience, however, face-to-face contact is essential. ■



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