

P. 3
Article



João Lopes
**The Microsoft
Ecosystem evolution
and transition to cloud**

P. 16
Solution



Ricardo Casaca
**Pay.Me
Innovation with low-
code solutions**

P. 21
Article



Sérgio Espírito Santo
**What makes
Arquiconsult a Great
Place to Work?**

#7 JUL 2023

ARQUINEWS

Partnerships for the future

Pages 6 at 9



ARQUICONSULT
Your success. Our solutions.

EDITORIAL

Review and Perspectives for the future



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Arquiconsult had a very successful year in 2022, with a significant increase in turnover compared to the previous year.

In 2022, we closed the year with a turnover of 19,172 million euros, compared to 16,645 million euros in 2021, representing a growth of 15%, and EBITDA was of 2.1 million euros. This growth was the result of a successful market expansion strategy, investment in new technologies, of which we highlight low-code solutions, which paved the way for new business and innovation in response to customers. In addition, the company managed to maintain efficient cost management and its teams highly qualified and motivated.

In 2023, Arquiconsult expects to continue to grow. We anticipate a turnover of 22 million euros, expanding our presence in new markets, as well as consolidating our position in the geographies where

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Our growth strategy is based, above all, on our capacity for innovation and the constant search for a better and more effective response to the market.

we are already present.

For this, we plan to invest in new technologies, aiming to improve solutions and services, and further improve our operational efficiency. Furthermore, the company expects to continue to expand its team, attracting new talents and investing in their training. In 2022, we hired 84 new employees and in 2023 we will continue to recruit, although in smaller numbers.

We believe that Arquiconsult is well positioned to face the market challenges, but it is necessary to consider some factors that may influence our activity in 2023.

Among them, the global economic uncertainties stand out and the need to keep ourselves constantly updated and able to adapt quickly to technological changes and market demands, ensuring that our solutions and services remain relevant and competitive.

We can therefore state that our growth strategy is based, above all, on our capacity for innovation and the constant search for a better and more effective response to the market, including the permanent development of our teams. ■

ARTICLE

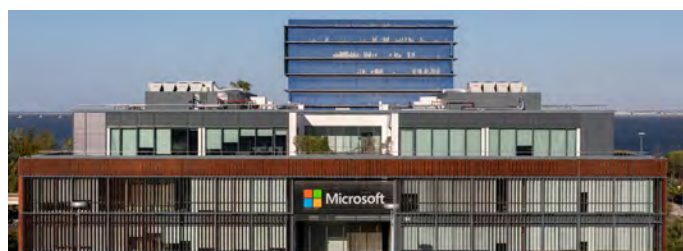
The Microsoft Ecosystem evolution and transition to cloud

Since 1990, Microsoft Portugal has worked closely with its partners, in a joint mission to transform our economy, companies and society. Being a Microsoft partner means joining a global community that connects organizations through the relationships, tools, resources and programs needed to win customers and drive business growth.

Microsoft has always been a partner-led company — currently, 90% of Microsoft's revenues are associated with partners, and in Portugal we have seen this number grow by 33% since 2018. This demonstrates not only the vitality of the information technology sector in Portugal, but also the commitment to work together with our strong ecosystem.

Technology is constantly changing and evolving, and companies need to keep up with this pace to stay competitive and innovative. One of the key factors in this evolution has been public clouds, which offer countless advantages to organizations — scalability, flexibility, efficiency, security and innovation — and, therefore, are an increasingly present reality in the business world.

Microsoft has continuously invested in the evolution of its cloud, launching new products and services that meet the demanding needs of its customers in different industries and markets. Some examples are Azure — the cloud computing platform that lets you build, manage and deploy applications anywhere; Microsoft 365 — the suite of productivity and collaboration tools that includes Outlook, Word, Excel, PowerPoint, Teams, and SharePoint; Dynamics 365 — the business management system that inte-



João Lopes

Partner Development Manager
Microsoft Portugal

grates CRM and ERP in the cloud; and the Power Platform — the low-code application development platform that lets you create custom solutions with ease.

To keep up with this evolution and ensure the quality of the implementation of Microsoft cloud-based solutions, the partner program was updated to the Microsoft Cloud Partner Program (MCP), a program that recognizes partners who demonstrate technical and commercial excellence in the different solution areas of Microsoft.

Arquiconsult is part of the Microsoft Cloud Partner Program (MCP), having already obtained three designations: Business Applications, Data & AI and Digital & App Innovation. These designations attest to Arquiconsult's competence in the following solution areas:

- ▶ **Business Applications: solutions that automate and optimize organizations' business processes in the financial, operations, sales, marketing, customer service areas, among others —through Dynamics 365 and the Power Platform;**
- ▶ **Data & AI: solutions that enable the exploration, analysis, and visualization of business data, generating valuable indicators for decision-making;**
- ▶ **Digital & App Innovation: solutions that allow the creation of personalized and innovative applications for business, using platforms such as Power Platform or Azure.**

In addition to being part of the Microsoft Cloud Partner Program, Arquiconsult is part of a restricted group of partners managed by the Microsoft team in Portugal. This proximity in the partnership allows access to various resources, programs, and incentives. With these skills, investment in training resources and privileged access to our main programs, Arquiconsult can help companies to take full advantage of the Microsoft cloud, offering them integrated, flexible, secure, and totally innovative solutions.

We recognize the enormous opportunity to further strengthen this partnership and we count on Arquiconsult's contribution to enhance and modernize our business ecosystem through technological innovation and migration to the cloud, making our companies more competitive in an increasingly digital and globalized market. ■



NEW CERTIFICATION

Arquiconsult with the Microsoft Solutions Partner designation

Arquiconsult obtained the Solutions Partner designation in the Microsoft Cloud Partner Program. The company is now one of the first Microsoft partners to achieve this designation, and the company's management is very proud of it.

The Solutions Partner designation is intended to highlight the organization's technical capabilities, experience, and competence in implementing Microsoft Cloud solutions, with successful results for its customers.

For Microsoft, this designation is a way of training organizations regarding their ability to respond to their customers, with the necessary resources, tools, and know-how. This designation also intends to encourage the growth and profitability of companies and, in this way, enhance the relationship established with its partners. ■

Arquiconsult was distinguished in three areas

- ▶ Solutions Partner for Business Applications
- ▶ Solutions Partner for Digital & App Innovation (Azure)
- ▶ Solutions Partner for Data & AI (Azure)

ARQUICONSULT

Your success. Our solutions.

 Microsoft
Solutions Partner
Business Applications

 Microsoft
Solutions Partner
Data & AI
Azure

 Microsoft
Solutions Partner
Digital & App Innovations
Azure



SOLUTION

Read more 

Managed Services

The Customer is our Focus

In today's fast-paced business environment, technology plays a critical role in enabling organizations to operate efficiently and stay competitive. However, managing an ERP (Enterprise Resource Planning) and its ecosystems can be a complex and challenging task, which requires the consumption of resources that companies do not always have, especially if we are talking about small and medium-sized companies. Here is where our Managed Services Team comes in, ensuring our customers support, security, evolution, and management of Microsoft Dynamics 365 applications.

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Having the chance to work with so many different business and cultures is, simultaneously, a challenge and a truly unique experience. Our teams are focused on delivering the best possible services to our customers. Each interaction is an opportunity; An opportunity to do better and bring added value to our Customers and Partners around the world.



Nuno Silva
D365 F&O Managed Services Director
Arquiconsult

At the heart of our Managed Services is a commitment to customer care, guaranteed by an experienced and dedicated team, which understands the requirements and particularities of each business. We seek to create agile and close relationships with customers, favoring a proactive approach that aims to optimize the use of the system.

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It's essential that we can understand the context and needs of each company. Doing this and having the opportunity, through our knowledge and experience, to add value to the customer, is what is most rewarding in our work.



Catarina Reis
D365 BC Managed Services Director
Arquiconsult

We work with a vast number of customers, national and international companies, located in different geographies and with different levels of complexity. We can provide each customer with an experience adjusted to their reality, with services ranging from training to troubleshooting, to advanced consulting services in the implementation and development of new areas or applications. By providing this level of follow-up, we allow the customer to make the most of their applications, generating greater efficiency and productivity.

Focus on constant improvement. By providing services for monitoring and continuous analysis of the system's performance, we identify improvement areas and support the implementation of functionalities that translate into processes optimization. This focus on constant improvement is especially critical nowadays in a context where companies must adapt quickly and systems must be able to evolve, keep up-to-date and stay optimized.

In short, with the support of our team and through the services provided by Managed Services Teams, customers can focus on the evolution of their business, making the most of their Microsoft Dynamics 365 applications. ■

Partnerships for the future

The Nearshore and International Projects areas intend to support customers and partners in their global projects. These areas are supported by the creation of a solid and efficient network of partnerships in which Arquiconsult has been committed to consolidate.

Around 88% of companies in the Information Technology (IT) sector have difficulty increasing their teams. Furthermore, when implementing an information system, specific activity sector knowledge is crucial for the development of a successful project, as well as the application of the best practices.

It is against this conjunctural scenario that Arquiconsult is very active, creating partnerships aiming to complete knowledge and cross experiences, and adding value to the available solutions on market. According to Patrícia Maia, Nearshore and International Projects Manager, "the success of the partnerships developed at Arquiconsult is mainly due to the fact that we always try to contribute with the best solutions and with the team that most adds value and knowledge to the project. Our goal is always to



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The success of the partnerships developed at Arquiconsult is mainly due to the fact that we always try to contribute with the best solutions and with the team that most adds value and knowledge to the project.

Patrícia Maia

Nearshore and International Projects Manager
Arquiconsult

maintain a long-term, lasting, and trusting relationship. To this end, we always maintain an open and transparent relationship with our various partners. Open contact and frontal communication allow us to build trust in the relationship."

Creating partnerships for the future is a goal that involves continuous work. Arquiconsult believes that an excellent service can be provided by sharing knowledge and expanding the range of solutions.

It is a challenge in which all three sides win, Arquiconsult, the Partners and the Customers. ■

TESTIMONIES

What our partners think of us



18 years of successful cooperation on delivering retail and hospitality solutions to LS Retail customers in Portugal, Spain and Angola and supporting LS Retail partners around the world.

Carsten Wulff, VP



Arbentia and Arquiconsult have been collaborating in projects for over 5 years, from international projects to business related projects. One area in which we collaborate the most is retail, with LS Retail Solution. Together, we get a high level of customer satisfaction.

Daniel Taboada, Diretor



Fênix's partnership with Arquiconsult is based on mutual respect, common goals, and also, on the differences that complete a successful partnership!

Cassio Firemand, CEO



I consider Arquiconsult as one of the PIPOL partners where I have experienced true partnership in different global projects. This kind of partnership has led to successful implementations.

Jorrit van den Broek, Operations Manager



We are Arquiconsult's partner in Latin America projects. We have been working together for almost a decade on successful projects. (...) I hope our joint success continues!

Guillermo Ciarma, Diretor



Arquiconsult is one of our favorite partners. The partnership is built on the strongest ground you can have. Trust! We enjoy working together with Arquiconsult. It was successful in the past and will be successful in the future.

Ralf Linnemann, CEO, Shareholder



Nowadays, if we want to be competitive, we must be able to respond to our customers anywhere in the world. For this, we need to have the right partners, that enable us to grow and develop the best solutions.

Armelle Dausque, Head of Sales



Arquiconsult is an invaluable and longstanding partner. Their experienced consultants and ability to deliver customer-oriented solutions is why we have been successful in implementing and supporting our international customers. So, for us, Arquiconsult is not just another business partner but an integral part of our own team.

Morten Poulsen, Managing Director



Here, people have a special motivation to make new things happen, and for us, an IT company that lives on innovation, it is always great to work with people with great ideas.

Lutz W. Tschense, CEO

Partnerships for the future

In addition to creating strategic partnerships, with the aim of extending its offer, Arquiconsult seeks to add value to solutions through joint work with its partners, and consequently creating new business opportunities.

According to Paulo Marques, Emerging Tools Manager, responsible for the development of addons under the Microsoft Business Central, "our growth is based on building long-term relationships with our partners, which implies commitment, continuous support from both parties and the identification of new opportunities. An example of this win/win relationship is the work we are carrying out today with the goal of taking advantage of the synergies between the solutions of international partners, such as PrintVis and Yaveon, interconnecting two different solutions and making our response, even more robust to a specific market niche".

As a result of the vast experience that Arquiconsult has in diverse activity sectors, during a project carried out for a customer that operates in the printing sector, which is dedicated to the production of folding cardboard packaging for the food industry, a Quality gap was, namely, a topic of quality control and compliance insurance with production requirements, demanded in a highly regulated sector.

Graphic companies that supply packaging for the Food, Pharmaceutical, Chemical, Cosmetic Industries, among others, are obliged to comply with quality and compliance requirements and to present evidence that they are fulfilling the product delivery within the required legal and quality parameters.

"It became evident that we had space to complement the solution of our partner PrintVis, an ERP dedicated to the graphics sector, through the integration of the ProBatch solution of our partner Yaveon, which addresses the processes and procedures inherent to Quality Management. The objective will always be delivering the

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"Our growth is based on building long-term relationships with our partners, which implies commitment, continuous support from both parties and the identification of new opportunities."

Paulo Marques
Emerging Tools Manager
Arquiconsult



most complete and appropriate solution for our customer's business. And we can only do that if we combine the knowledge and experience that each one has", said Paulo Marques.

Now a company in the printing industry can present analysis certificates, test results, chemical and/or physical inspection values, sampling data and easily identify and block non-compliant lots. These are some examples of the operations that Yaveon's ProBatch Quality Management solution can provide to the PrintVis solution, making in the future the most complete solution for the Printing and Graphic Industry. ■

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The objective will always be delivering the most complete and appropriate solution for our client's business.

Paulo Marques

Emerging Tools Manager
Arquiconsult



PRINTVIS

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We are extremely pleased with the strong and close collaboration between PrintVis and Arquiconsult. Its commitment to drive success for customers in the print, packaging, and label industry has been the cornerstone of our long-term partnership. The Arquiconsult team is always highly engaged and keeps their PrintVis knowledge up to date with several certified consultants. We are confident that this enduring collaboration will continue to drive innovation and deliver exceptional value to customers, enabling them to stay ahead in an ever-evolving market. We look forward to continuing our journey of success together.

Helle Vogt Mikkelsen

Marketing & Partner Channel Manager
PrintVis



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Working together with Arquiconsult has been nothing but amazing and shows what the true potential of a highly skilled and organized partner can do with an established industry add-on for Microsoft Dynamics 365 Business Central. We are grateful to be a part of the successful Arquiconsult projects with the YAVEON ProBatch 365 apps for Pharmaceuticals, Food, Cosmetics, Chemicals, MedTech and BioTech. Together Arquiconsult and YAVEON enrich the high-quality core functionality of Microsoft Dynamics 365 Business Central with an unmatched industry solution to provide the best experiences for customers in Spain and Portugal. YAVEON is looking forward to many more years of this exemplary partnership.

Michael Ebinger

Partner Management
Yaveon



CUSTOMER

Edol adopts Yaveon-ProBatch in the new Factory

With more than 70 years of experience in the pharmaceutical field, Laboratório Edol — Produtos Farmacêuticos, S. A. specializes in the development, manufacture and sale of medicines, medical devices, cosmetics, body care products and food supplements. The company's main objective, over the years, has always been to be a reference in the European pharmaceutical market, maintaining leadership and innovation in areas in which it operates nationally, strengthening and expanding international alliances, with the best therapeutic alternatives for human and veterinary use.

The industry development required changing to new facilities. The construction of a new factory unit became imperative — a process that is still ongoing. According to Pedro Brito, Edol's Chief Information Officer, "with business growth and expansion, Edol had the need to evolve in production management and quality control".

Being an organization dedicated to the pharmaceutical area, it is permanently concerned with innovating its technological systems, and management is no exception to this rule. Recently, the administration felt the need to implement Yaveon-ProBatch ERP, based on NAV 2017 and, for this purpose, chose Arquiconsult as partner.

The implementation process went smoothly, however "the departments that initially felt the most impact were production and quality, at medium-term logistics, manufacturing and purchasing planning", said Pedro Brito.

Yaveon-ProBatch is software that benefits from years of industry experience, exceptional expertise in consulting, and the resources that make this ERP the perfect solution for any manufacturing company — including industries in regulated environments. This solution supports business processes and ensures compliance with legal procedures, industry standards and quality policies. Specifically in the



pharmaceutical area, it's a solution that enables quality control, auditing, batch management and more — working in compliance with international regulations.

Now, the company is still in the process of adapting users to the new ERP. "We hope very soon to train key users by business areas so that the departments are more autonomous and "greedy" for solutions that can improve even more their daily work", clarified the Director.

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Arquiconsult was our choice as it seemed to have all the conditions and knowledge in productive areas to be the ideal partner for the process.

Pedro Brito
Chief Information Officer, Edol

Arquiconsult accompanied, monitored, and supported the project development from the beginning. "Arquiconsult was our choice as it seemed to have all the conditions and knowledge in productive areas to be the ideal partner for the process", he states.

In the future, Edol is considering implementing a WMS solution, in the logistics area, with the same partner. "What we expect from Arquiconsult in the future is just the same commitment and effort in presenting innovative solutions that will help us to perpetuate our business for another 70 years. Our success is always the success of our partner", he concluded. ■

CUSTOMER

TECLENAJUNCOR takes another step towards digital sophistication

TECLENAJUNCOR arises from the union of two historic companies in automation and transmission fields, TECLENA and JUNCOR. With highly specialized technical teams, extensive experience and a unique range of products in Portugal, TECLENAJUNCOR's mission is to add value to the industry, developing and providing differentiated and innovative technical solutions to make it more competitive, efficient, and sustainable.

The merger of the two companies was carried out in 2022, last year, with the aim of expanding capabilities and product portfolio, and to present themselves to the market together with a unique valency in Portugal. As a result of the growth achieved in recent years, in this very specific and specialized business area, the company decided also to evolve internally, regarding the integration of new solutions and technological tools.

The option fell on the Microsoft Dynamics 365 Business Central solution, "because it is an ERP that allows native integration with other Microsoft tools, and also because of its technological quality", said Tiago Neves Paixão, the Company Administrator. The need for change stemmed from "an ambitious project to increase the company's digital sophistication and improve processes in different areas in the organization. We wanted to evolve as a company and be able to provide a better service to all our customers,

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We wanted to evolve as a company and be able to provide a better service to all our customers.

Tiago Neves Paixão

Administrador, TECLENAJUNCOR

and we believe that this will only be possible through a strong commitment to our entire digital platform", said the Administrator.

Expectations are high, not least because the company has also decided to move forward with Dynamics 365 Customer Engagement, namely Sales Module. Tiago Neves Paixão hopes with this new solution to achieve an "improvement in the quality of the service provided to our customers together with increasing the productivity of our employees. Focusing our employees on less repetitive and administrative tasks so that we can also improve their professional achievement".

The partnership with Arquiconsult is taking its first steps. However, those responsible are quite satisfied with the project leading team. TECLENAJUNCOR is, like Arquiconsult, an innovative and versatile company with a business vision focused on delivering technology and new tools to customers. With specialized teams and excellent know-how, they are leading companies in the markets where they operate.

Given this parallelism, TECLENAJUNCOR sees in Arquiconsult a partner that "we hope will help us grow and develop our potential and will be able to bring innovative solutions to our present and future challenges", he concluded. ■



Arquiconsult in the world






 **We are present**

 **Office**

 Portugal
Lisbon, Oporto and Vila Real

 Spain
Barcelona, Bilbao, Madrid, Salamanca e Seville

 Angola
Luanda

 Saudi Arabia
Riyadh

CUSTOMER

Hertz adopts Power Platform and reinforces confidence in Arquiconsult

Hertz is a recognized car rental company, with businesses in 145 countries, in six continents, and with a strong presence in our country as well. As a result of evolution, the company felt the need to digitize and make the entire process of tolls management, for employees' service vehicles, less bureaucratic. It was a manual process, based on Excel documents, in which employees spent a lot of time identifying the referred tolls.

We spoke with Hugo Sá, IT Director at Hertz Portugal, who told us that "the company reached a point where it was no longer reasonable for this process to be manual, and therefore, we had to move towards the digitalization and automation of the entire process from an IT point of view. The new software brought clear speed to the whole process."

For the implementation of the low-code Power Platform solution, the company chose Arquiconsult, as they were already partners in other areas. "Initially, Arquiconsult trained our key users, then we smoothed out some rough edges and continued the rest of the training dissemination. Adapting to the solution was relatively easy because employees were previously familiar with the Microsoft environment we chose. There will always be a learning curve,

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The company reached a point where it was no longer reasonable this process to be manual, and therefore, we had to move towards the digitalization and automation of the entire process from an IT point of view. The new software brought clear speed to the whole process.

Hugo Sá

Diretor de IT, Hertz Portugal



but choosing a technology with which users are already familiar with made this learning curve much faster", he said.

But what is Power Platform? It is a solution consisting of applications (apps), services, connectors, and data platform, which makes it possible, in a fast and simplified environment, to develop customized apps for a business. Thus, it is possible to quickly create apps linked to corporate data, stored in one or several online and local data sources.



As Hugo Sá explains, "this solution allowed us to reduce immense bureaucracy and made an important company process agile and fast. From the beginning of the whole process, upon receiving Via Verde's transactions, until the final moment when we allocated it to the employees for proper transaction identification, there had been no human intervention, which made the process much faster from beginning to end".

In addition, the entire system is integrated into the application, so employees have access, on their phone or computer, to their tolls and can classify it as being a toll in service or a toll within a private use of the vehicle and the system will take care of the rest of the process.



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This solution allowed us to reduce immense bureaucracy and made an important company process agile and fast (...) There is no human intervention, which makes the process much faster from the starting point to the end.

Hugo Sá

Diretor de IT, Hertz Portugal

The experience and know-how verified in Arquiconsult's Teams in other projects facilitated the choice of the partner for this project. "We were already working with Arquiconsult in the Business Intelligence area. Our relationship has always been quite good. We noticed that Arquiconsult

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We trust Arquiconsult to be, effectively, our partner for ERP, Power Platform and BI solutions.

Hugo Sá

Diretor de IT, Hertz Portugal



had, in fact, a lot of experience so it was a question of increasing the range of technologies where we are cooperating", he explains. "In practice, as the treatment of tolls is closely related to our ERP and Arquiconsult has a lot of experience with NAV, we ended up choosing Arquiconsult to interconnect all these worlds, between NAV, Power Platform and our users", he stated.

Hugo Sá believes that low-code solutions are the future, and it will bring companies a new dynamic and speed in processes, very different from the more traditional and custom-designed solutions. "I can say that, in this case, it was concretely seen that it was relatively quick to digitize this entire process and program all this interaction with employees because the solution is, precisely, a good solution. It allows agility and a much shorter implementation time than traditional solutions", said Hugo Sá. "We trust Arquiconsult to be, effectively, our partner for ERP, Power Platform and BI solutions", he concluded. ■



SOLUTION

Pay.Me

Innovation with low-code solutions

At the end of 2022, Microsoft launched a new campaign with the motto "Do more with less", in response to current societal challenges that have changed business models and work models. Namely the pressure that companies feel to innovate without increasing their cost structure, the modernization of computer systems that accompany their growth when faced with a shortage of qualified resources, or the reinvention of new management processes when the hybrid regime is an unavoidable reality after the pandemic, or even the rising inflation and international economic instability.

In a message to partners and employees, Microsoft CEO Satya Nadella shared: "You are the changemakers who make it possible to do more with less. Less time, less cost, and less complexity. But with more innovation, more agility, and more resilience". And this is how we are witnessing the rapid growth of low-code solutions, solutions designed to respond quickly to the companies' needs, and which ensure business development in the medium and long term.

Arquiconsult remained attentive to Microsoft trends and invested in its teams, expanding its technical capabilities to provide its customers and partners with the best response, being today one of the first partner companies, recognized in Portugal, with the Solutions Partner for Business Application, Solutions Partner for Digital & App Innovation (Azure) and Solutions Partner for Data & AI (Azure) designations.

Relying on successful Power Platform implementations, we entered the phase of going further and creating low-code Apps, available on the market as final solutions to improve the daily management processes its customers. Thus, Pay.Me was born, which will be the first of many solutions soon to be available. ■

Ricardo Casaca

 Customer Engagement and Power Platform Manager
 Arquiconsult

 Read more 


What is Pay.Me?

Pay.Me is a complementary application to Dynamics 365 Business Central solution, designed to support billing processes. It centralizes data related to existing financial documents in ERP Dynamics 365 BC and provides an aggregated view of amounts paid by the customer, amounts owed and associated deadlines, helping the debtor's profile identification and prioritizing collection processes. Contact with the customer is facilitated thanks to customizable and pre-configured communication mechanisms that make it possible to automate notification processes (Email, SMS).

Pay.Me is prepared to restructure billing processes, through the definition of payment plans, meeting the customers' possibilities and ensuring a cash flow improvement. It enables a well-structured credit and collection policy, being a valuable tool for maintaining the financial health of the Businesses, as it manages the entire collection process and the respective follow-up activities, also ensuring information centralization.

Pay.Me allows you to quickly analyze a customer's current account, assess their account status and effectively manage customer credit throughout the sales cycle – a key factor in customer management. Taking advantage of the tool potential, topics considered essential in Collection Management are reached, such as:

- ▶ **Need to know all customer information**
- ▶ **The agreed payments terms, such as in case of delay or late payment**
- ▶ **The correct invoice issuance**
- ▶ **Ability to anticipate liquidity needs to pay operating costs**

HUMAN RESOURCES

Technology for a more humanized management

Many claim that the labor model transformation, as we had conceived it, would be inevitable, and that this was only accelerated by the pandemic. Remote work and flexible hours are a reality that leads to the creation of new occupations, new ways of working, integration with the digital world and the creation of a true culture of work-life balance.

In other words, companies today are in a process of learning and adapting to keep up with these changes that lead to compensation policies restructure, talent attraction and retention, performance evaluation, or even social responsibility and diversity promotion.

We are currently witnessing companies attempt to use technology to keep up with these changes. If there were companies that never addressed the real importance of digitizing their activity and internal processes, today they are attentive and looking for the best solution to respond to a series of challenges, which alter the very triangular relationship between employees, human resources team, and management.

During the pandemic, employees were forced to work remotely or in a hybrid regime. Now many of them are not willing to go back to the old regime, as there are several

benefits in this new reality. According to studies, more than 70% of employees admit that they are less likely to leave a company if it guarantees a remote or hybrid work regime. And over 70% say they have improved their work-life balance. But managing people from a distance without face-to-face contact can be a big challenge and companies must be prepared.

Remote working, a process accelerated by the pandemic that caused profound changes in methodology and work relationships, is now a reality across the globe. And with this, new rules arrive that require the need to streamline Human Resources management, focused on valuing human capital.

Human Resources today have an extremely important strategic role, because with the adoption of remote work, it is essential to automate and simplify processes, which guarantee mobility, collaboration in almost real time, autonomy, and access to information, generating good working conditions and ensuring the organizational culture and identity.

But this agility is only possible through solid, flexible, and integrated management software. With this new reality in mind, Arquiconsult pursues a continuous process of improving its management solutions, to enable the best response to its customers.

You can find everything you are looking for to respond to new challenges in our Dynamics 365 HR, NavHR and Employee Portal solutions, which are designed to simplify your management.

Don't fail to give answers to your employees just because they're not around. Have the right technology for humanized, accessible, and straightforward management. ■



NAVHR



EMPLOYEE
PORTAL

Arquiconsult promotes Dynamics 365 solutions at strategic events



Connect: Hospitality Marketplace by AHP Lisbon, Portugal

On the 8th of May, Arquiconsult was present at the 1st edition of Connect: Hospitality Marketplace by AHP, an exclusive event for associates and partners of Associação da Hotelaria de Portugal (AHP). The initiative promotes the meeting between hotel companies and Hospitality Industry suppliers, in the most diverse areas of activity. Arquiconsult highlighted LS Hotels during the event, an ERP designed for the sector, which intends to be a promising solution, both for its effectiveness and its versatility. The supplier companies had the opportunity, in a single day, to meet with notorious hotel companies in the market, present their products and solutions with exclusive conditions created for AHP associates and participate in the various networking moments. ■

SIL — Salón Internacional de la Logística Barcelona, Spain

It is one of the biggest events in the Transport and Logistics sector in Europe and took place from the 7th to the 9th of June in Barcelona. The initiative is attended annually by the most prominent names in the sector, promoting conferences focused on best practices and trends. This year, Arquiconsult presented one of the solutions with the greatest projection in this activity, ERP Navitrans, which responds to the requirements of a complex and constantly changing sector. Navitrans is a management software designed for companies providing logistics services that want to be prepared for the future and to have full control of business flows. A solution that responds to the needs of the transport, transit, and warehouse logistics sector, providing the best decisions and the ability to grow sustainably. ■



Dynamics Minds Portoroz, Eslovenia

The 1st edition of Dynamics Minds took place in Slovenia, from the 22nd to the 24th of May. Arquiconsult was a sponsor of the initiative and was present with three speakers, who promoted five sessions during the event. The meeting is aimed at the Microsoft partner community and its main goals are learning and sharing knowledge, strengthening ties between partners, and discussing Microsoft trends for the future of the Dynamics 365 and Power Platform solutions ecosystem. Arquiconsult's international growth strategy also includes its presence at this type of event, which allows it to be closer to its international partners and creating synergies for the future. ■



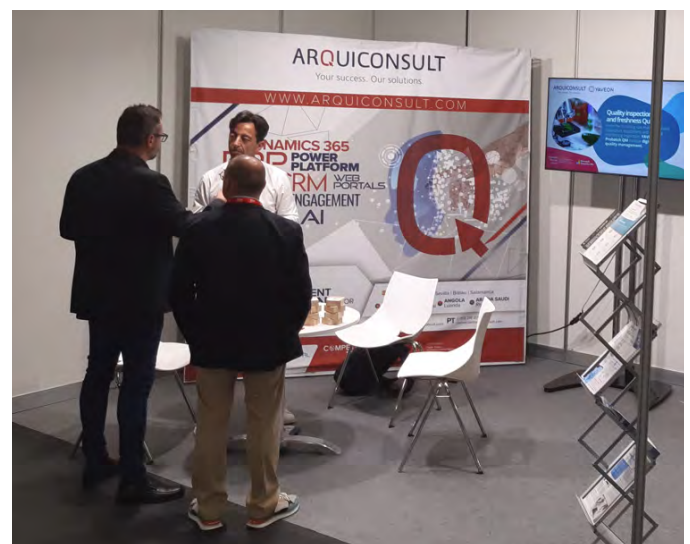
8th Networking Day of the Gremi de Recuperació de Catalunya Barcelona, Spain

On the 4th and 5th of May, Arquiconsult's Barcelona team was present at the 8th Networking Day, promoted by one of the largest regulatory entities in the Waste sector. In this event for the debate of ideas and trends for the sector, it was possible to attend conferences by industry experts. At the event, the product highlighted was Enwis — Tegog Suite, software specially designed to respond to the requirements of this highly regulated industry with a great socioeconomic impact, and in which we have had more than two decades of successful implementations. ■



BeDIGITAL — Transforming Industry Bilbao, Spain

This year's edition of the event, which aims to demonstrate all trends and what industrial digitization offers, took place on the 6th of June and was attended by Arquiconsult, represented by its Madrid and Bilbao teams. This meeting allowed the presentation of integrated management, low code, reporting and analytics solutions, among others. The current market is aware that digitalization offers new opportunities for process improvement, an increase in productivity, energy efficiency, resource utilization and cost reduction. Arquiconsult has solutions that accelerate business transformation and can make a difference. In addition, it has a dedicated team committed to its customer's success. ■



Arquiconsult is one of the Best Workplaces in Portugal

Distinction revealed at the annual ceremony organized by Great Place to Work® Portugal



It was with great pride that Arquiconsult Portugal got 10th place in 2022 among the Best Workplaces in the category of companies within 101 to 200 employees, a distinction awarded by Great Place to Work® Portugal.

Being one of the Best Workplaces is synonymous with excellence in the work environment, as it is a seal given to companies that stand out for promoting an inclusive organizational culture, oriented towards people, their well-being and growth.

For Rui Santos, CEO of Arquiconsult, "realizing that 94% of our employees consider us one of the Best Workplaces in Portugal is very rewarding, meaning that we are evolving in the right direction", given that the evaluation of this process is done with a survey carried out to employees, based on five important criteria: respect, pride, companionship, credibility, and impartiality.

This result was very important for Arquiconsult, given that it was the first time this process had been carried out and the results exceeded expectations. Arquiconsult will continue this path of improvement, continue to value its

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Realizing that 94% of our employees consider us one of the Best Workplaces in Portugal is very rewarding, meaning that we are evolving in the right direction.

Rui Santos
CEO, Arquiconsult

human capital, and implement the best practices so that each person feels valued, with growth opportunities and with recognition for their performance and individuality. We will continue to work to keep our people happy in our organization. ■

- ▶ 97% of employees say that Arquiconsult leadership gives them the necessary autonomy to carry out their tasks
- ▶ 96% of employees say they are treated as members with full rights, regardless of their positions



ARTICLE

What makes Arquiconsult a Great Place to Work?



Sérgio Espírito Santo
Board Member, Arquiconsult

Arquiconsult was created in 2004 based on two premises: the commitment to Microsoft management systems in the Portuguese market and the desire to create an inclusive organization, where people are at the center and there is a healthy balance between personal and professional life.

Our main goal was to create a space where people feel good and involved, with career expectations and a sustained progression in learning and merit, regardless of gender, race, or religion.

What makes us a GREAT PLACE TO WORK? Our collaborative Culture and continuous Knowledge Sharing and Team Spirit. These are the main ingredients for our success! In addition to an informal and relaxed environment, we promote a hybrid work regime, create protocols with external entities to carry out various activities, promote a lot of training and develop internal actions to share knowledge.

New talents, when admitted, start a "tutoring" program aiming at their full integration, thus promoting closeness between those involved, until they are autonomous in the projects where they are working on, always having someone close by who can guide them. Everyone in the company is instilled with the idea that together we will achieve more and better, encouraging respect towards the difference and promoting a real feeling of empathy.

Arquiconsult, since its foundation, aspired to be recognized in the market for the quality of its service, presenting innovative solutions and a differentiated service.

From an early stage, given the size of our national market, it pointed to international growth and, therefore, accepting the difference and the ability of our teams to adapt to different environments are now key factors in our success across borders. This reality is only possible because we strive for regular and effective internal communication. Starting with global meetings where the business objectives for the year are shared with the entire organization; internal newsletters, where we report the projects achieved in all business units; monthly meetings, called ArquiTalks,



where we share all the initiatives being developed in our community; culminating in Team meetings, in a relaxed atmosphere, often in a "team building" model.

All the activities listed, carried out in a digital or face-to-face format, reflect the organization's effort to share information in a transparent way. This is one of the biggest challenges for companies with a size and a geographic and cultural dispersion like Arquiconsult. The training actions built by consultants for consultants, ArquITips, are also worth noting. They encourage everyone's collaboration to improve our solutions and the service we provide and, simultaneously, enhance the skills of our employees.

In short, we are a Great Place to Work because we create an environment of closeness, despite the physical distance, of respect for others, and provide a general feeling that each individual contribution is essential for the company's success.

Together we are better! #BetterTogether ■

Working in a multidisciplinary and multicultural environment



Alejandro Penalver SALES TEAM, MADRID

"At Arquiconsult, working in a multicultural environment enriches the work experience, promotes global collaboration and helps projects succeed. Being part of a team with colleagues from different parts of the world and cultures is truly fascinating. There may be challenges such as differences in languages, customs or even time zones. The key is to understand and manage this diversity to make it a tool for the whole team. It is crucial to have empathy, communicate clearly and be willing to understand and value the different perspectives and experiences of our colleagues from different geographical locations and cultures. At Arquiconsult, I believe that working in a multicultural environment enriches the work experience, fosters global cooperation and contributes to the success of our projects." ■

Eduarda Mendes DYNAMICS 365 F&O, PORTO

Arquiconsult gives the opportunity to work with colleagues from various geographies and cultures, and I must say that it has been an incredibly enriching experience. One of the most valuable aspects of multiculturalism is the opportunity to learn about different backgrounds and traditions. With this, I have gained a deeper understanding and appreciation for different customs, beliefs, and ways of thinking. It has not only enhanced my professional growth but has also enriched my personal life. ■



Daniel Lopes CUSTOMER ENGAGEMENT TEAM, LISBOA

Respect, tolerance for differences, absence of prejudice, and a harmonious coexistence among coworkers are essential characteristics for a healthy work environment. These characteristics equally define what Multiculturalism is. Embracing multiculturalism strengthens teams, increases happiness, expands curiosity and global knowledge, prepares us for the world, and aims for more and better. Arquiconsult wants to follow this path, and it is my pleasure to be a part of it. This global and sustainable vision opens doors to a greater number of projects, allowing us to contribute on various fronts. What initially appears as a challenge ends up being the acts of going beyond. It is a constant process that has allowed me to expand my business vision, refine working methods, and overcome fears. The challenge is constant and we must step out of our comfort zone. But everything is achievable when we are not afraid to fail and know that our contribution matters. ■

Telma Melo DYNAMICS 365 BC, LISBOA

I've been working at Arquiconsult for about three years and during this short period of time, I've already had the opportunity to work both with colleagues and customers from other countries and other cultures. This allows us to open our horizons and it is very enriching and stimulating. It is reflected in our personal and professional development, as it allows us to have more tolerance and respect for others. It also allows us to innovate, to exchange ideas and thoughts, which is very important in the world of technology. I was part of a project with a company, which is represented in Latin America, that aimed to place the same system in the five countries that were part of the project. However, each country has its own reality and its own way of working. Due to this, it was a challenge to understand the reality of each country and create a single system for the five countries but with the characteristics of each one. ■





Alex Buces SALES TEAM, BILBAO

Working in a multicultural team embraces the challenges of working across borders, cultures, and languages. In my case, I work with a multicultural team but also customers and partners. I think that multicultural team members bring a range of experience, expertise, and working methods that can boost problem-solving capacity and lead to greater productivity. Having a diverse set of colleagues is professionally enriching and exposes me to new skills and approaches. Developing an international network is something I enjoy and will make my career more complete. I find some challenges in this multicultural environment; language being the biggest one. I think it's very important, in case communication hasn't been clear, to ask for something to be repeated and, at the end of each meeting, summarize the key points. When customers are multicultural, this makes the situation even more challenging. Cultural differences here are more sensitive, so it's very important to understand them. The foundation of multiculturalism is building trust in a relationship by understanding and respecting different cultures. Regarding time zones, most meetings are carried out online and, at times, my customers' time zones are different than mine. This means I need to be organized to be there for them when they need me the most. In conclusion, considering the challenges, working with people from across the globe provides more pros than cons, so I'm happy to be involved in this diverse work environment. ■



Barbara Góis EMPLOYEE PORTAL TEAM, VILA REAL

In our daily lives, we live in a constantly changing and increasingly multicultural society. In one way or another, we are all involved in this change even at work since there is an increasing need to work and live with people and colleagues from different geographies/cultures in different projects and activities that we develop. It is, at times, a challenge since we are faced with realities that may be similar or different to our own. It is a matter of adaptation and constant learning, as we are acquiring information from each other daily and adapting to the project, the people involved, and the work to be done. In my opinion, this contact is important because, on a personal and professional level, it helps us to learn new and different things from our reality and from what we are used to, enabling us to leave our comfort zone. We are always growing and meeting people who contribute to this growth. ■

Sara Chalaça DYNAMICS 365 BC RETAIL, LISBOA

In my opinion, working with colleagues from different cultures is not a duty, but a privilege! Working with people from different geographies/cultures is what allows us to travel even though we are in our own home. It's important to open horizons and understand that there are several methods and ways of working that result in success for the same situation. I can't lie and say that everything is easy. No! It's necessary to break down some walls about what we think are the best methods of working. Also, of course, language can be an obstacle, not even because of the variety in languages, but I would say because we have different ways of communicating and understanding their importance. Even so, I would say that overall, the results are very positive and contribute to the tolerance and success of our projects. ■





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