

SUCCESS CASES



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“

Arquiconsult seemed credible to us and we liked their proposal. They weren't the most competitive in terms of price, but we valued the quality of the service more than the price. They showed us that the service would be as efficient as we wanted and so we opted for Arquiconsult.”

Dr. Cláudio Abreu - Manager Business Process Outsourcing

COUNTRY: Portugal

CLIENT PROFILE: Founded in 2004 with the aim of providing business and technology consultancy services and strategic outsourcing in the areas of accounting, finance, tax, human resources and business support processes.

In 2007 it became a benchmark company, certified by the International Standard - ISO 9001:2015, with more than 300 highly qualified professionals on its staff. It has offices in Lisbon, Porto and Madrid and currently has a global portfolio of around 300 national and multinational clients.

Epimetheus is growing, and as a result of this growth, new technological requirements are emerging that oblige the company to continue its development in a sustained manner and respond effectively to the requirements of its clients. Therefore, when the transition from Dynamics Nav 2009 to Dynamics Nav 2016 was considered, a search was made in the market for a local partner who could respond to this challenge of modernizing the platform used until then.

TODAY'S PARTNERSHIP

This is where the current relationship with Arquiconsult begins. This year has been marked by the challenge of implementing the Microsoft Dynamics NAV version and we wanted to find out about this partnership from Epimetheus through the testimony of Dr. Cláudio Abreu.

THE ADDED VALUE OF THE SERVICE

In terms of use by users, the greatest added value offered is the ease with which we can access information and track our requests. 'Almost in real time we can see how our needs are evolving. We can access the requests and see when they have been resolved, in other words, we can see where things stand and how a given situation is developing in real time. In terms of implementation, the geographical proximity of the partner also made a difference. 'There was a good technical approach (...) and the work was carried out on our premises, which allowed us to feel the progress of the implementation in situ.'

THE VERSATILITY OF MICROSOFT DYNAMICS NAV

The current version of Microsoft Dynamics NAV presents itself as an intuitive business solution that goes beyond a simple information repository, supporting the management and control of the most varied business realities with great versatility. 'Microsoft Dynamics NAV is a completely different platform from our old NAV, where we feel the greatest impact is in the versatility that this version brings us in terms of technology that allows us to offer a different service to our customers, namely the production of certain types of information that will help them in their business. (...) We are in the testing phase of the reports produced, developments and improvements, identification of opportunities and construction of new processes.'

ADAPTATION, TRAINING AND SUPPORT

Because there is a need to explore the unknown, and because the time invested in learning is initially seen as a waste of time due to the pressure of stipulated timings, there was some natural resistance to change and there was a need for tailor-made developments to adjust the software to the demands of its users. 'This phase of adapting to change has now been overcome. Now we're at the stage of identifying further improvements. The training focused on the differences between the NAV versions, so we could get a sense of what was new and what would change. It was very interesting. We enjoyed the whole process during the implementation. (...) The implementation went well, but we still need to improve. I hope Arquiconsult will be a partner that walks alongside Epimetheus, with the capacity to respond and provide alternative solutions whenever necessary.'

A partner is expected to grow with its client and to provide the necessary methodologies and information. It is part of mutual growth and the building of a Win Win relationship to make adjustments on both sides to exceed the expectations created. This is where Arquiconsult is heading: developing to grow your business.

MICROSOFT DYNAMICS SUPPORT SERVICES

Arquiconsult - the national market leader in Microsoft Dynamics Solutions with the largest number of Dynamics clients and the most certified team working on this ERP in Portugal.

The Maintenance service provided by Arquiconsult to its customers has obtained high scores in all the evaluations carried out on the high quality of the service provided. A business dedicated to this service was created.

Arquiconsult has a first-class support structure, qualified and certified in Microsoft



Helpdesk service with a dedicated telephone line, operating Monday to Friday from 09h00-13h00 and 14h00-18h00. Hours are extended for emergency situations or specific SLAs;



Occurrences can be posted using a web-based incident management tool (ticketing), allowing the status of the problem's resolution and assistance history to be known at any time;



Identification of a Project Manager associated with the client with more than 10 years' experience in Microsoft Dynamics;



Free use of the annual credit of contract hours for corrective or evolutionary maintenance;



SLA, guaranteed service level, to start resolving the problem;



*Leveling up the resolution process:
1st line of intervention by email or telephone;
2nd remote intervention line;
3rd On-site intervention line (at the customer's premises).*

In order to reduce response times as much as possible, Arquiconsult recommends having remote access to the client's system, which can be opened at any time on request or which can be opened by our consultants when necessary.

ABOUT ARQUICONSULT

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

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

Arquiconsult is constantly innovating its offer and has several verticals available, for several activity sectors, which add value to Microsoft Dynamics 365. Microsoft Dynamics AX is a clear example that allows us to make available to Portuguese and international companies the best and most complete integrated Management solution.

Some reference clients in the various sectors of activity:

- Polopique
- Dunlop Protective Footwear
- Teka Portugal
- Klaveness
- Farfetch
- Stericycle
- SAPA
- Gunnebo
- Tecnocabel

LOCATIONS

BARCELONA | BILBAO | LISBON | LUANDA | MADRID
OPORTO | RIYADH | SALAMANCA | SEVILLE | VILLA REAL

PT (+351) 218 205 610
comercial@arquiconsult.com

ES (+34) 633 907 561
comercial.spain@arquiconsult.com

AO (+244) 939 954 360
comercial@arquiconsult.com

KSA (+966) 50 763 4302
comercial@arquiconsult.com



www.arquiconsult.com

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