

## SUCCESS CASES

Microsoft  
Solutions Partner  
Business Applications

Microsoft  
Solutions Partner  
Data & AI  
Azure

Microsoft  
Solutions Partner  
Digital & App Innovations  
Azure

Microsoft  
Dynamics 365



### MICROSOFT DYNAMICS NAV

**COUNTRY:** *Portugal*

**CLIENT PROFILE:** *'We are a partner of excellence for clients and candidates', is how Randstad positions itself on its institutional website, demonstrating a high standard of demand in the execution of its service in an increasingly competitive market and, at the same time, emphasizing how important all the parts of the business are: the Client, the Candidate and its internal Human Capital.*

*This market leader in the temporary work sector and outsourcing projects provides human resources services, from recruitment and selection of middle and senior management, training, development and consultancy.*

*When asked how they chose Arquiconsult, the answer was simple and objective. According to the CIO, Gonçalo Vilhena, they define the partnership well.*

**“QUALITY, PROVEN REFERENCES, CONSULTING, TRANSPARENCY AND FOLLOW-UP.”**

These words define the choice and what is expected in terms of the future with this partnership.



*Gonçalo Vilhena, CIO at Randstad*

To quote  
Gonçalo Vilhena:

**“THEREIN LIES THE ADDED**

**VALUE OF THIS RELATIONSHIP AND WHAT I EXPECT FROM A PARTNER: PROACTIVITY IN RESPONDING, IN FINDING SOLUTIONS, WHO UNDERSTAND OUR BUSINESS AND MAKE SUGGESTIONS FOR IMPROVEMENT WHENEVER NECESSARY, IN SHORT, WHO BRING ADDED VALUE (...), SO FAR WE'RE ON THE RIGHT TRACK.”**

Having already worked with NAV, at a certain point there was a need to choose a local partner, with greater proximity and knowledge of the market and current legislation, which has been somewhat fluctuating and has repercussions on the activity of transferring or outsourcing human resources.

On the other hand, a full consultancy service was needed, i.e. aligning technical knowledge with the search for new solutions to everyday business problems, creativity to reinvent processes and support for users so that they can make the most of the platform.

**In the beautiful words of Peter Becker, “Consulting at its best is (...) the desire to be genuinely useful to others, to use what we know (...) to lessen the burden on others.”**

This is how Arquiconsult is evolving, by creating tailor-made solutions for our clients!

## 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).*

## 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

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**KSA** (+966) 50 763 4302  
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[www.arquiconsult.com](http://www.arquiconsult.com)

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.

Co-Financed:

COMPETE  
2020

PORTUGAL  
2020



UNIÃO EUROPEIA  
Fundo Europeu  
de Desenvolvimento Regional

Microsoft  
Dynamics 365