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ARQUI NEWS

**GROWTH IN
THE SPANISH
MARKET ■**



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EDITORIAL

Arquiconsult continues to grow in the international market.



Arquiconsult continues to invest in its resources to lead this technological transition and help empower client companies to become more agile and efficient. Because in the end, our main commitment is, and always has been, to ensure the quality and value of our delivery.

In recent years, Arquiconsult has stood out as a reference consulting firm within the Microsoft Dynamics ecosystem, consolidating its presence in the Iberian market and expanding its operations globally. Founded in 2004, the company celebrated 20 years of a journey marked by innovation, sustained growth, continuous technological upskilling of its teams, and the expansion of its international partner network.

It was the commitment to innovation and the continuous upskilling of our technical teams that enabled us to grow, as Artificial Intelligence (AI) is now an undeniable reality, one that is revolutionizing Microsoft Dynamics solutions and profoundly transforming how companies operate and interact. With the introduction of Microsoft Dynamics 365 Copilot, Microsoft has brought the power of next-generation AI capabilities, allowing users to automate tasks, generate content or get detailed behavioral insights, thereby boosting the company's operational efficiency.

Arquiconsult continues to invest in its resources

to lead this technological transition and help empower client companies to become more agile and efficient. Because in the end, our main commitment is, and always has been, to ensure the quality and value of our delivery.

The international expansion of Arquiconsult is another one of our main pillars, as we quickly realized that the domestic market was too small for our ambition. Our strategy of investing in the creation of local teams with deep market knowledge and adapting solutions to the specific needs of each region, has been one of the key reasons for our success.

In 2017, we began operations in Spain with our first office in Catalonia, and in 2021, we consolidated our position in the Iberian market with the acquisition of the Madrid-based company QAPoint, specialized

in Microsoft Dynamics AX/FO. At the moment, we have five offices in our neighboring country.

In 2023, we invested in the Middle East region by opening our first office in Riyadh, Saudi Arabia, followed by expansion to the United Arab Emirates. Soon, we will open a regional nearshoring center in the MENA region. Now, we aim to extend our operations to South America.

In summary, we have demonstrated a remarkable ability to adapt and grow, establishing ourselves as a reference in the global information systems consulting sector.

This success is, above all, due to the commitment and quality of Arquiconsult's employees, who "go the extra mile" every day. ■

Sérgio Espírito Santo
Arquiconsult, CEO



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Céu Mendonça

Global Partner Solutions Director
Microsoft Portugal

Copilot, agents, and the transformative impact of Microsoft solutions

There are moments when technology doesn't just evolve: it "changes the game". What we are experiencing right now is precisely that: a silent, yet irreversible shift in the way we work, make decisions, manage information, and create value.

Artificial Intelligence (AI) is no longer a topic of the future or a solution for the few. It has become an AI that doesn't replace, but amplifies, that doesn't control but empowers.

Microsoft is at the heart of this transformation. Microsoft Copilot is now the most visible "face" of this new generation of AI. Seamlessly integrated into everyday tools — Word, Excel, PowerPoint, Outlook — it is no longer just an assistant that responds to commands.

It is a cognitive partner that understands context, interprets priorities, and anticipates needs. It simplifies processes, frees up time, and gives back mental space for what truly matters: thinking, creating, and leading. But the real strategic leap is now happening with AI agents. Equipped with memory, reasoning, autonomy, and personalization, these agents are ushering in a new architecture for digital work. In the world of sales, for example, the Sales Agent and the Sales Chat not only automate tasks but also turn leads into opportunities and insights into business, continuously and in real time. More than just optimizing, these agents reinvent the sales cycle by integrating CRM, predictive intelligence, and proactive assistance.

In security, the impact is equally structural. The Security Copilot agents not only detect threats, but also prioritize risks, learn from human feedback, and act in a networked manner, enabling a dynamic, scalable, and deeply personalized cyber defense. This is security powered by millions of signals, operated based on context, and executed with pinpoint precision. We are witnessing a new grammar of productivity.

And more than technological evolution, it is a cultural



In the world of sales, for example, the Sales Agent and the Sales Chat not only automate tasks but also turn leads into opportunities and insights into business, continuously and in real time. More than just optimizing, these agents reinvent the sales cycle by integrating CRM, predictive intelligence, and proactive assistance.

transformation. We are moving from the era of automation to the era of intelligent orchestration, where anyone can create their own agents in Copilot Studio without knowing how to code; where organizations build entire ecosystems of collaboration between humans and machines; where AI is no longer a distant black box but becomes an emotional and operational infrastructure of everyday life.

Of course, this revolution brings challenges. Ethical, regulatory, and organizational. But this is precisely where true leadership stands out. At Microsoft, we embrace this responsibility with conviction: to build AI that is secure, inclusive, sustainable, and profoundly human.

Copilot and agents are just the beginning. What's underway is a reconfiguration of human potential, where every decision is more informed, every process more intelligent, and every organization more agile. And if the future belongs to those who know how to use it wisely, then it's time to activate Copilot and lead the change. ■



From left to right, the managers of the teams in Spain: Marco Nufrio, Roberto Pérez, Carles Bargalló, and Marco Olderman.

INTERVIEW

Copilot and AI are a growing reality in the Spanish market

Founded 20 years ago, Arquiconsult quickly realized that the company's future and growth would depend on international expansion and investment in new markets. Neighboring Spain became a strategic focus, with the opening of an office in Barcelona in 2017 and, later, the acquisition of a company in Madrid in 2021, a move that enabled the business to grow and expand its influence across the Iberian Peninsula. We spoke with the four Manager Partners in Spain to understand what lies ahead for 2025.

Marco Olderman, can you share the growth that Dynamics 365 BC experienced over the past year in Spain, in terms of turnover and human resources?

M.O.: We are truly very pleased with the results achieved in 2024, especially with the completion of several highly relevant projects, through which we achieved nearly 40% growth compared to 2023. It's a very significant figure, and we're very happy with it. In terms of human resources, we also grew at a similar rate, around 35%, particularly through

the hiring of junior professionals, whom we've been training in our offices.

And how are you dealing with the strong competition in the Spanish market when it comes to Dynamics BC? How are you addressing that reality?

M.O.: Currently, in Spain, there is a lot of competition in the Microsoft domain. In this particular sector, it's us and several other players. I believe the only way to face this competition is by offering added value.

Our differentiator is not just our knowledge of the solutions, but also our understanding of business processes across the various sectors in which we operate. That's something the competition cannot offer, and it's our greatest added value, in addition to our mastery of the technological solution.

Carles Bargalló, do you believe there are sectors that show greater receptiveness to Arquiconsult's solutions? If so, which ones? Do you think the broad verticalization of the solutions can be a decisive factor?

C.B.: Absolutely, for us, working with specializations is important, as Marco mentioned. Verticalization is essential in our case. We work across several vertical sectors, where our consultants have deep expertise in specific business areas. One of those sectors is waste management, for example. Another is the retail sector, where we have some truly significant projects.

We also operate in the pharmaceutical and chemical industries and, in collaboration with our Portuguese colleagues, we manage an international business area, not a vertical sector per se, but one that encompasses many international projects.

The Microsoft ecosystem is constantly evolving, and our technical capabilities must evolve with it. As a technology company, we are always progressing because the Microsoft market drives us in that direction. We have both functional and technical teams that are constantly researching new technologies and solutions.

Additionally, as we are an Iberian company, we share that knowledge among consultants through monthly meetings.

On the other hand, Microsoft itself organizes specialized fairs and events for technical professionals, such as the Dynamics Mind Tech Days, which allow us to expand our knowledge within the organization.

These events are essential for international partners and enable us to stay up to date with new technological trends and apply them to our clients.

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Carles Bargalló
Co-Manager Partner

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Marco Olderman
Co-Manager Partner

Now, speaking briefly about the Finance & Operations (FO) team, Marco Nufrio, the team also experienced very positive growth in 2024. Can you tell us what the main drivers of that growth were? And what are the specific goals for 2025?

M.N.: There were several factors, but if I had to highlight one, I'd say our growth is due to the technological and professional maturity of the team. The results of the work done over the past few years are now becoming visible.

In addition, the adoption of new technologies is generating more interest and more opportunities for integration with businesses. That has helped us expand our area of operation.

Roberto Pérez, what were the biggest challenges you faced in 2024? And how do you plan to overcome them in 2025?

R.P.: In 2024, around 25% of our business unit's revenue came from outside Spain, which represented growth compared to 2023. This doesn't mean that the Spanish market is in decline or that there is less demand, but that our product has strong international potential. Our companies must collaborate on projects both within and beyond Spain, whether with foreign subsidiaries or international partners.

For 2025, we foresee dual growth: growth with end clients and growth through strategic partnerships, which are essential for our global expansion.

And how are you preparing to incorporate other solutions from the Dynamics 365 ecosystem to improve solution design for clients?

R.P.: For Microsoft, Copilot was the keyword throughout 2024. Copilot is no longer the future, it is the present. A year ago, it seemed like something distant, but now it's a real tool with proven value.

We're actively working in this area and building our capabilities for Artificial Intelligence (AI) implementations.

We're evangelizing this technology by organizing webinars and both in-person and online events to present the solutions to our clients. The goal is to help companies adapt and improve their productivity

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Copilot is no longer the future, it is the present. A year ago, it seemed like something distant, but now it's a real tool with proven value. We're actively working in this area and building our capabilities for Artificial Intelligence (AI) implementations.

Roberto Pérez
Co-Manager Partner

Looking ahead, Marco Olderman, what are the main challenges expected for 2025 in terms of growth?

M. O.: We are once again planning for very significant growth, similar to what we achieved in 2024. There are two main challenges: the first relates to adapting to new technologies, which were previously limited to ERP but now extend to many other areas. This presents a challenge both internally for us and for our clients. The second major challenge is finding, training, and retaining the talent needed to sustain this growth.



▶▶▶▶ Marco Nufrio, Roberto Pérez

Carles Bargalló, how do you foresee the development of the Dynamics 365 ecosystem in adding value to future projects?

C.B.: Our sector is constantly evolving, and we move in step with the major technology companies. What changes in a year, or even in half a year, is immense. As Roberto mentioned, Copilot is a key technology, but it's not the only one. The Microsoft ecosystem offers many tools that allow us to go beyond simple ERP implementation, covering KPIs, Power Platform, Power BI, and many other solutions. Technology enables us to deliver global solutions and that's exactly what companies are asking of us.

Marco Nufrio, what impact will AI have in the future? Will it be even more relevant than Copilot?

M. N.: Without a doubt, it will have a huge impact. However, it also brings important challenges. Copilot solutions are relatively simple to implement, but artificial intelligence has a much broader scope. The challenge will be helping clients decide where to apply it most effectively. Many companies want to use AI but don't know how. We can help them automate low-value tasks so they can focus on more strategic activities. The companies that know how to use AI most efficiently will be the ones that achieve significant growth.



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Marco Nufrio
Co-Manager Partner



Marco Nufrio, Roberto Pérez,
Carles Bargalló and Marco Olderman



Carles Bargalló and Marco Olderman



To wrap up, Roberto Pérez, what are the emerging trends in the technological sector that can accelerate company growth?

R.P.: The answer is simple: globalization, both technical and marketwise. We are no longer just ERP implementers, we are facilitators of digital transformation. The Microsoft ecosystem is vast, and we can now tailor projects in a much more comprehensive way. The market has also become global, and it's rare to find a project that is purely local. We must be prepared to operate in multiple countries, whether with our own teams or in collaboration with international partners. Clients want a trusted partner to accompany them through digital transformation and that's exactly what we offer. ■

**Watch the full interview with the
Manager Partners.
Click here.**



**João Luciano**

Global AI Lead

Arquiconsult

Find More 

ARTICLE

Artificial Intelligence: The Future is Now!

Artificial Intelligence (AI) is not a new topic, but it is undoubtedly the topic of the moment, and the latest developments in the tech sector confirm its relevance. Today, all new Microsoft software releases include AI functionality, and the company's investment in this technology continues to grow. In 2024, Microsoft invested \$53 billion in AI, and in 2025, that figure is expected to rise to \$80 billion. Currently, AI knowledge is spread across various business units, and our goal is to consolidate a new structure that treats AI as a dedicated business unit. This will allow us to tailor and implement the technology according to each client's needs, in collaboration with the entire Arquiconsult team (across geographies and business units). AI solutions bring benefits to multiple business areas such as customer service, sales, finance, marketing, human resources, and IT. With a close eye on the market and this new world, we are committed to helping our clients explore these tools with confidence and efficiency. Team enablement is one of our top priorities right now, which is why we are investing in continuous training of employees and recruiting new talent. Always under the motto "Better Together", as it includes teams from other geographies, namely Spain, Saudi Arabia, and Angola.

SECURITY

Recent studies indicate that 78% of users use their own AI tools at work, reinforcing the need to invest in solutions that ensure data protection. Microsoft Copilot solutions guarantee information security across AI platforms and are currently the most responsible choice.

The current debate is no longer about whether we should use AI, but rather how we can apply it securely.

Arquiconsult embraces this commitment and promises to continue promoting innovation without compromising each client's values.

FUTURE

The future of AI goes far beyond the capabilities of today's language models. It requires a radical shift in mindset and collaboration to shape a civilization powered by AI.

Arquiconsult is committed to leading this transformation by delivering innovative and responsible solutions that empower organizations to reach new levels of efficiency and creativity.

With AI integration from Microsoft Dynamics 365 to Azure, it is possible to navigate this new reality, maximizing opportunities while ensuring full data security and privacy. It is possible to build a future where technology and humanity work in harmony to create a better and more innovative world. ■

Dynamics 365 Business Central and Finance & Operations: Microsoft now offers Copilot chat fully integrated with the ERP, along with cash flow forecasting and analysis, automatic bank reconciliations, and sales agents.

Dynamics 365 Supply Chain Management: AI can forecast product demand, optimize stock levels, and improve logistics efficiency.

Dynamics Customer Engagement: AI helps companies analyze customer behavior in real time and generate new product recommendations. This enables sales teams to anticipate customer needs and offer solutions even before clients request them.

Microsoft Fabric: incorporates AI capabilities into its workflows, making it easier for users to interact with the system through conversational language.



CASE STUDY

Zayer considers Arquiconsult a successful partner in digital transition

Zayer, a precision machine tool manufacturer based in Spain, has been a leader in the industrial engineering sector for decades, developing innovative and highly specialized solutions for the production of complex equipment. Recently, the company began a digital transformation by adopting Dynamics 365 Finance & Operations (F&O), selecting Arquiconsult as its partner in this strategic transition.

According to Koldo Beitia, the company's director, the choice of Arquiconsult was due to its strong experience and technical expertise in Microsoft solutions, as well as its ability to customize the ERP to meet Zayer's manufacturing and production process requirements.

"Arquiconsult not only understood our challenges but also demonstrated exceptional flexibility in adapting the system to our specific needs," he stated.

The implementation of Dynamics 365 F&O marked a significant change for Zayer, which had previously faced limitations in its operations management systems. The director explained that the new ERP brought centralization and optimization of processes, resulting in improved visibility and real-time monitoring. In the production area, the improvements were evident, leading to more accurate stock management, more efficient planning, and greater agility in decision-making.

In recent years, Zayer has increasingly invested in Microsoft solutions due to their robustness, flexibility, and scalability, which align with the company's growth pace.

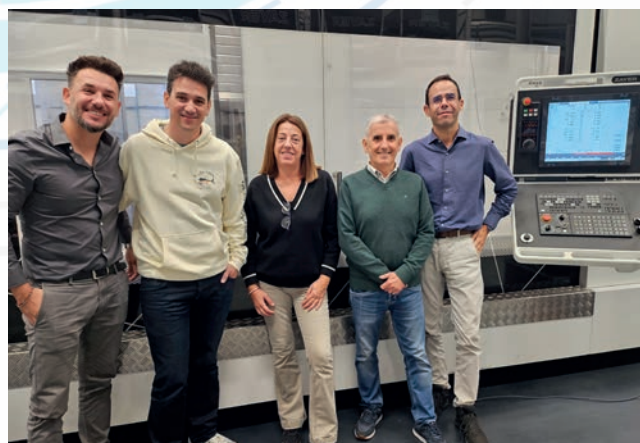
"Cloud support has transformed the way we manage our operations. Now, with Dynamics 365 in the cloud, we have real-time access to data from anywhere, which makes decision-making and global collaboration easier," highlighted the director, who also mentioned the platform's secure and scalable environment as an additional advantage.

In addition to the ERP, Zayer integrated Power BI and Power Apps solutions with Arquiconsult's support to respond more quickly to operational needs.

"Power BI provided detailed visibility into production, sales, and financial operations essential for optimizing decision-making, while Power Apps enabled the development of low-code applications, simplifying processes such as machine maintenance tracking," said the director.

Looking ahead, Zayer plans to continue investing in digitalization, exploring artificial intelligence and process automation to further optimize production. The company is also evaluating the use of Microsoft solutions in areas such as customer service and sales.

"The partnership with Arquiconsult will remain fundamental in these projects, as we expect them to continue being proactive in seeking new solutions to keep Zayer at the forefront of the industry," the director stated.



**Solayman Refae**

Managing Partner in MENA

Arquiconsult

Watch the interview 

INTERVIEW

Growth in the MENA region: Arquiconsult opens an office in Jordan

In recent years, Arquiconsult has been strengthening its commitment to the MENA region, which led to the opening of an office in Jordan.

Solayman Refae, managing partner for this region, is one of the key figures behind the company's growth in that geography and explains the factors that contributed to this development.

Can you give us an overview of the company's performance in the MENA region in 2024? Did the company meet all the goals that were set?

Saudi Arabia was our entry point into the region, given the investment flow and the strategic planning of companies operating in that part of the world. The initial challenges were immense, as we were a new company with no track record in that geography and no local references. We had to build our credibility and earn our place in the market. Our strategy was to penetrate large companies and create distribution channels.

The main channels were initially those of Microsoft, but it was a slow process, as it required time to build trust-based relationships. However, we managed to establish those relationships both in Saudi Arabia and the United Arab Emirates. Once we began collaborating with major companies, we became more visible and recognized, which facilitated our growth.

This strategy began to bear fruit in 2024. We had an exceptional year, with sales far exceeding our expectations. We closed deals with major companies, such as Majid Al Futtaim, a 40-billion-dollar company, whose entry was very difficult. We completed another major project in the United Arab Emirates and secured five major clients in Saudi Arabia, both at the corporate and enterprise levels. We began to grow within those companies, consolidating our presence.

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We recently established an operational office in Jordan, which serves as a regional resource center to support operations in Saudi Arabia, the United Arab Emirates, and other regions.

What were the most significant challenges faced in 2024?

One of the main challenges was getting people to know and trust us. It was a gradual process of building our reputation. By the end of June 2024, we began operating not only in the corporate and SME segments but also in the enterprise market. Additionally, we expanded partnerships in the region, and our clients themselves started speaking positively



about us, which helped further strengthen our credibility.

In the MENA region, reputation and personal relationships are fundamental. Trust and personal connections play a key role in business. Microsoft has also started recommending us to several companies, as we are quick to close deals and ensure a good customer experience, which benefits all parties involved.

From your perspective, what are the biggest challenges Arquiconsult will face in the MENA region in 2025?

The biggest challenge we now face is finding the right resources to deliver the projects we have in hand. We have a large volume of business expected for this year, and the question now is how we will execute them effectively and successfully. This is a positive problem for any company, as it means sales are strong, but effective project delivery is essential.

We recently established an operational office in Jordan, which serves as a regional resource center to support operations in Saudi Arabia, the United Arab Emirates, and other regions.

In addition, we have started recruiting locally in Saudi Arabia to strengthen the operational team.

How do you plan to expand your presence in the MENA region? What new markets or customer segments does the company aim to reach?

Now that we've consolidated our position in Saudi Arabia, we want to focus more on the United Arab Emirates. We already have two clients and a strong relationship with Microsoft, so in 2025 we'll be giving more attention to this market, which is the second largest in the region. In addition, we will explore other opportunities within the GCC in a strategic way. The Gulf Cooperation Council (GCC) is an economic organization that

brings together countries from the Persian Gulf.

How does the company plan to innovate and stay ahead of the competition?

Our main competitive advantage is that we are not just technological implementers, we are directly connected to the business growth of our clients. True digital transformation means using technology to drive business performance, and that's where we stand out.

In the region, many companies provide technology without a clear focus on creating business value. We, on the other hand, work side by side with business leaders to help shape future business models and ensure greater flexibility and innovation.

In addition, we are heavily investing in artificial intelligence (AI), especially in copilot technology, which is currently a major trend. However, we believe that AI should only be implemented when there is a solid business case. Any investment must generate a return, whether through increased revenue, cost reduction, or risk mitigation. Our approach is to help clients use these technologies in the best possible way to maximize their benefits. ■



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Arquiconsult around the world



South Africa
Albania
Germany
Andorra
Angola
Saudi Arabia
Argentina
Austria
Azerbaijan

Bahrain
Belgium
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Bosnia and Herzegovina
Brazil
Bulgaria
Cape Verde
Canada
Chile

China
Cyprus
Colombia
Croatia
Denmark
Dominica
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Estonia
ESTONIA
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The Netherlands
Hungary
India
Ireland
Iceland
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Ricardo Silva
BI & Data Analytics
Business Unit Manager
Arquiconsult

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ARTICLE

Filtered and centralized information is the true Copilot

Nowadays, every company wants shiny AI tools, but not all realize that these tools are only as powerful as the data that fuels them. I often say that adopting AI without first organizing your data is like buying a racecar and filling it with muddy water instead of fuel. It might run, but it won't go far or fast.

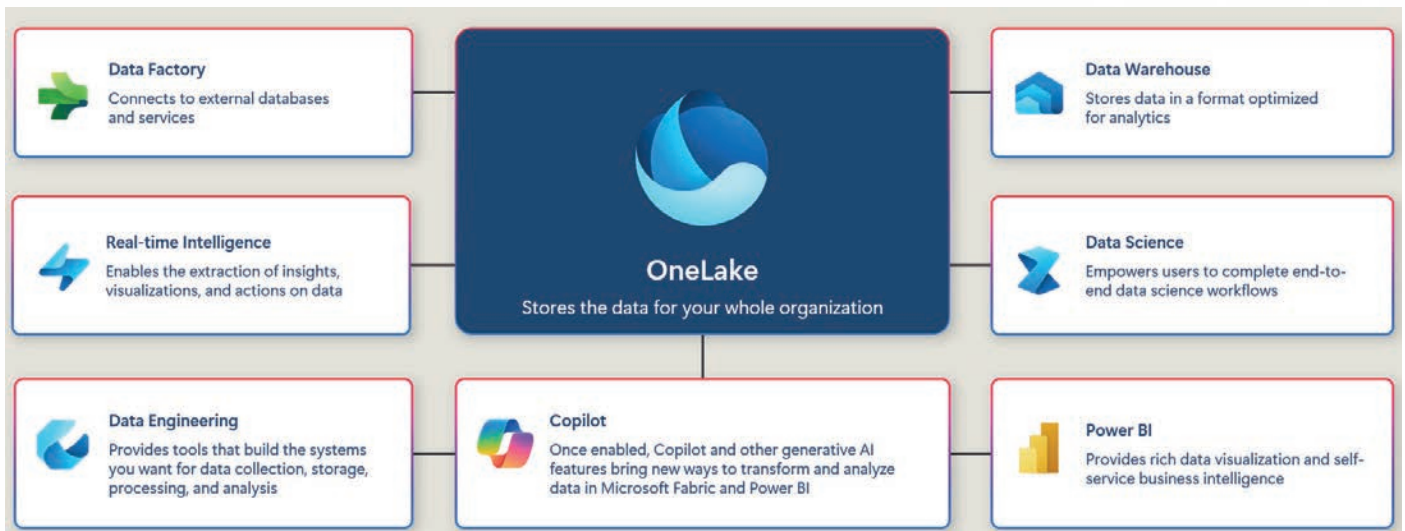
AI Copilots, like Microsoft 365 Copilot or GitHub Copilot, truly shine when they can access consistent, reliable, and centralized information. That's when they stop being just helpful assistants and become true productivity partners. When data is scattered, duplicated, or poorly structured, you don't get the full value these tools can offer.

Having centralized data means storing information in a unified and accessible environment, think data warehouses or cloud-based platforms where teams can access a single source of truth. Structured data means that the information is clean, labeled, and organized in a consistent format. This not only makes it easier for humans to understand but also allows machines to interpret and use it reliably.

Today, many companies are using AI to assist with reporting or to answer business questions. If the data is stored in a modern cloud platform and properly organized with clear labels and structure, AI tools can do an excellent job.

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With strong expertise in engineering and data analysis, at Arquiconsult we help companies build the solid foundations needed to make AI tools truly effective. Whether it's designing and implementing cloud-based data warehouses, building reliable data pipelines, or organizing and modeling data for better analysis, we support organizations at every step of their journey. Our goal is to transform scattered information into structured and usable insights, so that AI Copilots and analytical tools can deliver real business value.



They can create reports, highlight trends, or even answer questions like 'What were our best-selling products last month?'

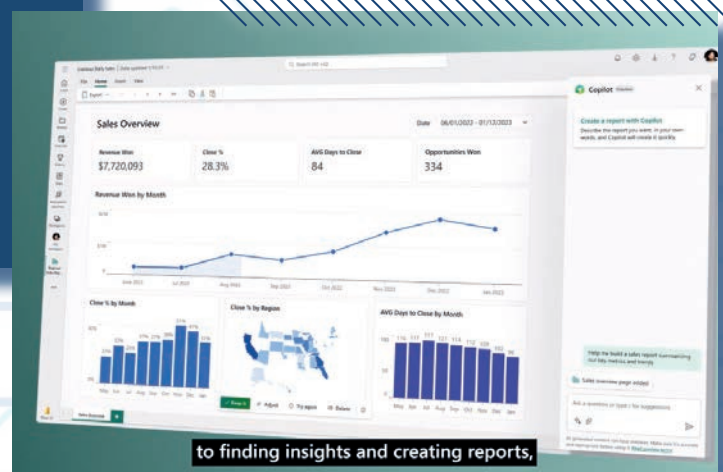
A very common mistake is that companies want to jump straight into implementation. It's like trying to build the second floor before finishing the foundation. There's often pressure to 'catch up' or 'not fall behind,' so teams rush to adopt the latest AI without a solid data strategy.

Another mistake is underestimating the effort required to clean and standardize existing data. It's not just a technical task — it's an organizational one.

It requires cross-department collaboration, strong data governance, and a clear understanding of ownership.

Centralized and structured data improves everything — from regulatory compliance and security to operational efficiency. It reduces time wasted searching for information, facilitates audits, and enhances team collaboration.

AI Copilots are incredible tools — but they're copilots, not magicians. If we want them to help fly the plane, we need to give them a clear map to work with. ■



to finding insights and creating reports,



CASE STUDY

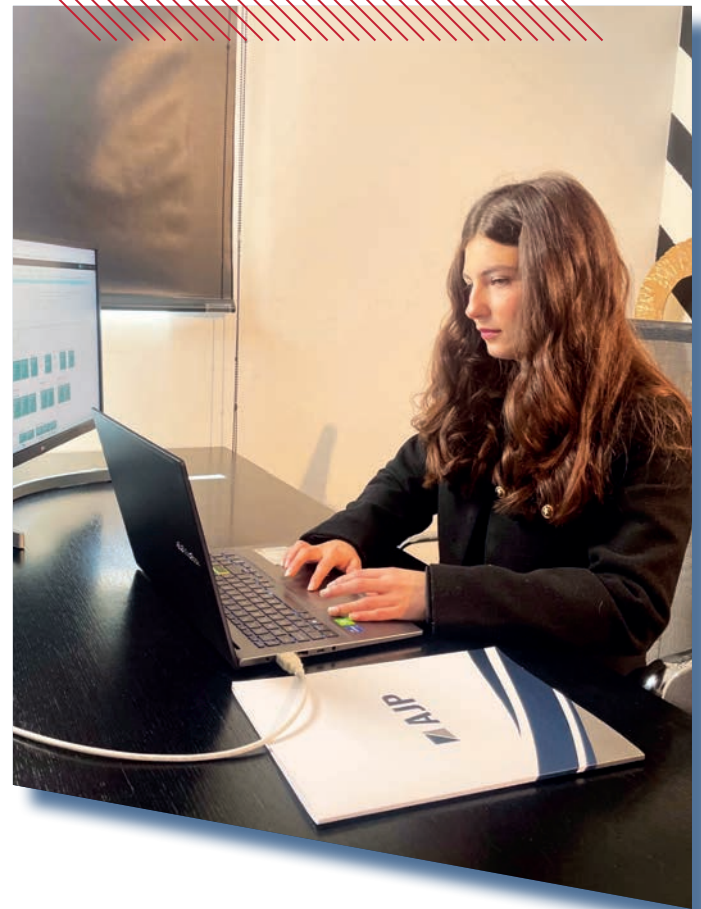
AJP enhances management capabilities with support from Arquiconsult

The AJP Group, a specialist in providing services in the fields of civil construction and industrial solutions, operates in Portugal and several European countries.

The group's geographic and sectoral diversity created management challenges and highlighted the need to find a new management software capable of supporting the company's demands. At the top of the priority list was the need to centralize business processes in a single location. The main goal was to standardize the working methodology of all employees operating from offices in different countries.

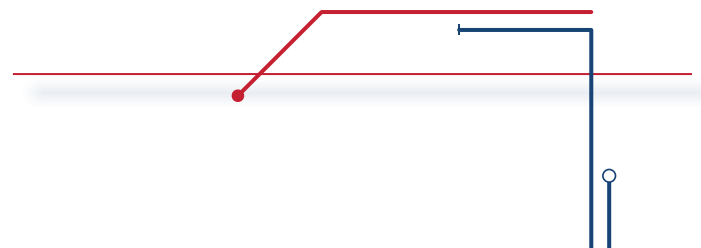
As such, AJP conducted a market analysis and identified Arquiconsult as the ideal partner for implementing Microsoft Dynamics 365 Business Central (BC), Business Intelligence solutions, and NavHR, as these would effectively address its main needs.

Ana Teixeira explains that the tool made it possible to simplify the employee administration process, from creating the employee profile to the final step of processing monthly salaries.



from any geography where the group operates. 'By entering Microsoft Dynamics 365 Business Central, we were able to find answers and data very clearly, which allows us to respond quickly and accurately,' she explained.

After implementing Business Central (BC), the multinational realized that this would be a highly beneficial solution for the company. AJP's main pain point was quickly resolved, and the centralized data storage was, according to Financial Manager Ana Teixeira, one of the 'key benefits of the solution.' All information became available in a single location and accessible



AJP also decided to move forward with the implementation of BI, as it is a software solution that enables highly effective responses based on the data that can be collected and analyzed. 'In practice, the implementation of BI resulted in greater agility in interactions with clients and suppliers, improved internal communication, and a more consistent decision-making process,' stated the manager. In the Human Resources area, responsible for managing employees with different contractual and tax situations, there was also progress with the implementation of NavHR. Ana Teixeira explains that the tool 'made it possible to simplify the employee administration process, from creating the employee profile to the final step of processing monthly salaries.'

Recognized by the financial manager as a 'specialist' in implementing Microsoft solutions, Arquiconsult stood out for its ability to understand AJP's business model. As an international group, the company valued the fact that its technology partner operates in a similar way, with multidisciplinary teams spread across several countries.

This mutual understanding, combined with the consultant's ongoing guidance, has generated very positive results for the group, which has felt support throughout every phase of the project. According to Ana Teixeira, the team has provided 'excellent' support, from the solution planning stage to go-live, responding quickly to any questions. 'All the support we've received from Arquiconsult, from implementation to this moment, has been excellent. We've had great support from the consulting team,' she shared.

More than just a technology provider, the company feels it has a true strategic partner in whom it places complete trust. The results already achieved and the strong understanding between both parties suggest that this partnership will continue. New projects are already being prepared, focusing on the digitalization of other areas of the group. We already have some projects we'd like to implement next year, so we believe this will be a long-lasting and rewarding partnership for all parties involved,' she revealed. ■



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CASE STUDY

TJA Spain strengthens operational excellence with D365 Business Central

TJA ES is a leading company in the logistics and transportation sector and sees digitalization as a key lever to consolidate its market position and growth. As André Ferreira, CFO of TJA ES, states, 'Digitalization is no longer optional, it has become imperative for those who want to evolve in a sustainable, efficient, and competitive way.' Investing in technology means not only optimizing productivity but also enhancing the quality of services provided and preparing the organization for new challenges and opportunities.

With this in mind, the company moved forward with the implementation of Microsoft Dynamics 365 Business Central, selecting Arquiconsult as its technology partner. According to André Ferreira, the solution proved to be transformative as 'D365 BC provided an integrated view of the financial, commercial, purchasing, inventory, and operations areas, enabling faster and more informed decision-making.

In addition, the automation of tasks such as invoicing and stock management resulted in a significant reduction in the time spent on administrative processes and greater reliability of information.

The choice of Microsoft technology was due, according to the CFO, to its leadership in creating innovative solutions that help organizations become more productive, reach their potential faster, and be part of the future. The partnership with Arquiconsult stood out for the professionalism and adaptability demonstrated throughout the entire process.

The technical team demonstrated great flexibility in responding to our challenges, offering continuous, clear, and fully aligned support with our needs," highlights André Ferreira. With the new tools, TJA ES has strengthened its agility in customer service, providing faster,

more personalized, and more accurate responses, factors that decisively contribute to customer loyalty and market differentiation. Looking ahead to 2025, TJA ES envisions a path based on expanding its presence in new markets, a relentless focus on innovation, strengthening customer proximity, and consolidating sustainability practices.

The director makes a very positive assessment of the collaboration with Arquiconsult, emphasizing that "over the years, the partnership has been marked by solid results, flexibility, and great service."



Looking ahead, the expectation is to continue evolving side by side, developing solutions that are increasingly tailored to the needs of the business. With full confidence, the finance team recommends Arquiconsult to other organizations: "This is a top-tier partner, with a strong customer focus and a commitment to innovation. ■

HUMAN RESOURCES

Arquiconsult honored with the Beatriz Ângelo Award 2025

Arquiconsult was one of the companies honored with the Beatriz Ângelo Award 2025, awarded by the Odivelas City Council to organizations that stand out in the fight for gender equality in the workplace. This year, Arquiconsult was acknowledged for its ongoing efforts to create and strengthen a fair and inclusive work environment. According to Rui Santos, Chairman of Arquiconsult, receiving this award is "not only an honor but also a validation of the consistent work we've done over the years in favor of gender equality. It is also an incentive to continue investing in practices that promote equity and respect within our teams."

Since its founding in 2004, the company has made it a core mission to build a space where people feel welcome and valued, regardless of gender, background, or any other factor that could lead to inequality.

The development of a positive and equal corporate culture is the result of successfully implementing a set of concrete workplace practices focused on employee well-being — such as promoting a hybrid work model that supports better work-life balance.

In addition, the company has established protocols with external organizations to carry out activities that encourage team bonding, including internal knowledge-sharing initiatives. Through an informal and relaxed environment and a balanced team spirit, Arquiconsult strives to ensure that all members feel truly integrated into the organization.

The Beatriz Ângelo Award is one of Portugal's leading honors in the field of gender equality. It is named after a pivotal figure in Portuguese feminism, Carolina Beatriz Ângelo, who made

history as the first woman to vote in the country.

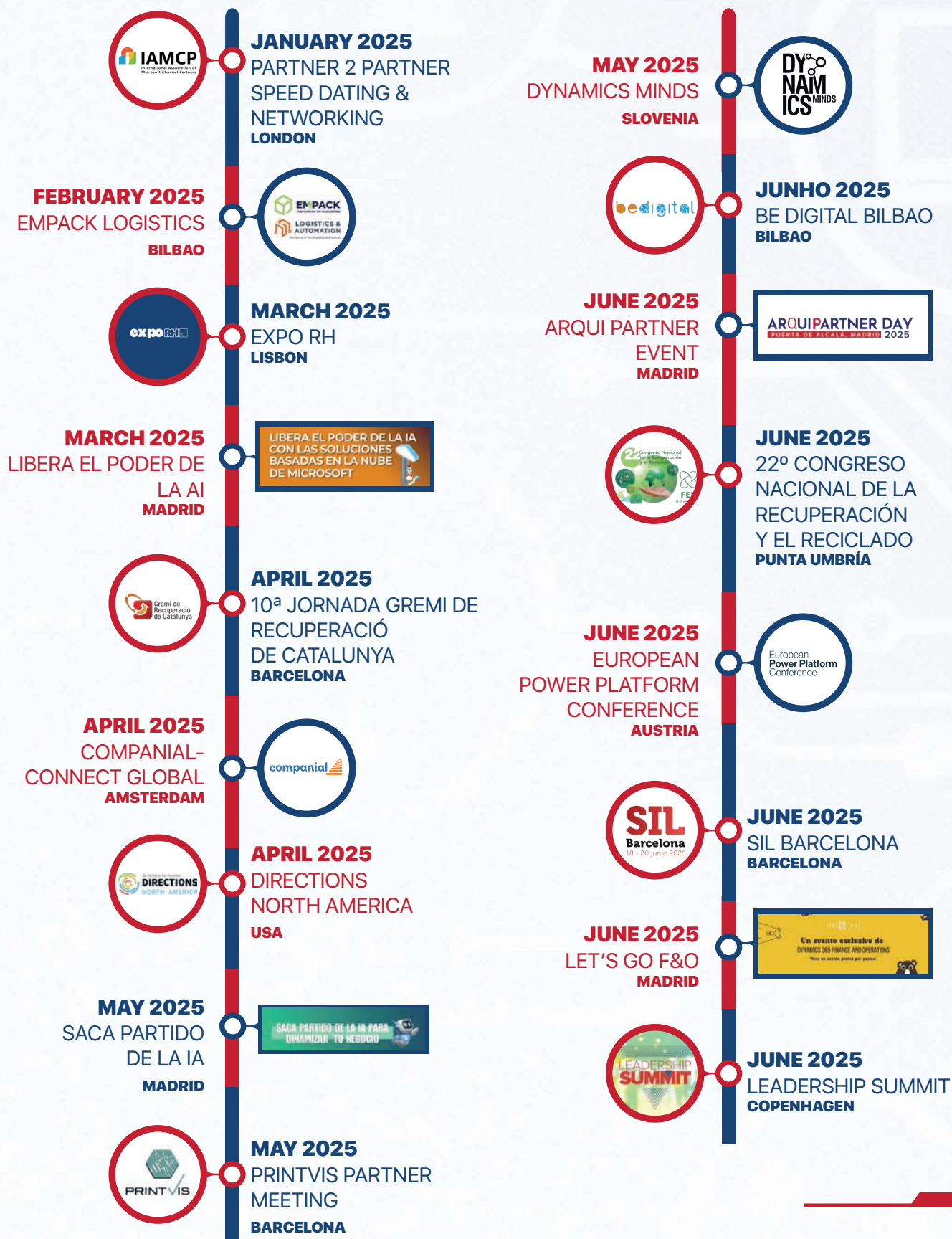
"When I compare how we started 20 years ago, with just 15 people, to what we've grown into today, nearly 300 employees, I feel immense pride. Without the dedication of people who believed in the Arquiconsult project, we wouldn't have come this far. That's why building a healthy and pleasant work environment and providing the best working conditions are goals that are always present in our management," said Sérgio Espírito Santo, the company's CEO.

Arquiconsult acknowledges the growing responsibility of continuing to pave the way toward a culture of workplace equality. As an organization, it is committed to upholding respect and inclusion as driving forces behind its operations. ■



EVENTS 2025

Arquiconsult participates in major national and international events



ARQUIYOUTH

The origin of this initiative through the testimonies of its Ambassadors



▼ **Mariana Filipe**
▼ Customer Engagement & Power Platform Consultant

ArquiYouth was born from the desire to give a voice to young professionals, to truly involve them, and to ensure that each one feels a sense of belonging. Because being part of an organization is not just about occupying a position — it's about knowing that our contribution has an impact, that our opinion is heard, and that there is space to leave our mark.

We want to build a dynamic network, with projects that bring people together, inspire, and strengthen the pride of being part of Arquiconsult.

Being part of **ArquiYouth** is, to me, a commitment to everything I believe in: in the best organizations, no one is just another number. We are part of something greater. And that makes all the difference.



▼ **Inês Lopes**
▼ Customer Engagement & Power Platform Consultant

The true origin of **ArquiYouth** stems from a reality we all know well: a job market in constant demand, where the shortage of qualified talent is felt daily and where choice is a constant. I accepted the role of ambassador because, as a young professional, I'm aware of this reality, but I don't identify with it. I don't see my work as just a separate function in my life. I see it as being part of something greater. For me, it's essential to feel that I "go the extra mile", and that's exactly the spirit I want to promote both internally and externally when I speak about Arquiconsult.



▼ **Miguel Vieira**
▼ International Business Developer

As we move forward with **ArquiYouth**, we are committed to promoting a healthy balance between work and personal life, ensuring a sustainable and positive work environment.

When people say that younger generations do not want to work, lack commitment, and are always looking to change jobs, it's often the companies themselves that push them to do so, in search of better conditions.

Through the work of young professionals in **ArquiYouth**, supported by our sponsors and leadership, we aim to create a workplace where young people feel valued and have the opportunities they deserve.

With **ArquiYouth**, we are supporting the leaders of tomorrow, starting today!



EMPLOYEE TESTIMONIALS

**Bruna Matos**

It's been a year since I joined this company, and I can say I received a warm welcome. The entire process made me realize that diversity and inclusion are important values for the company, and that made me feel comfortable and respected.

**Gonçalo Amaral**

During the onboarding process, I truly felt very well welcomed, especially by my team members. Of course, I couldn't miss the opportunity to mention my team leader, who has always been incredibly available to support me throughout the onboarding process, both with the company and with the responsibilities I would be taking on.

**Débora Novo**

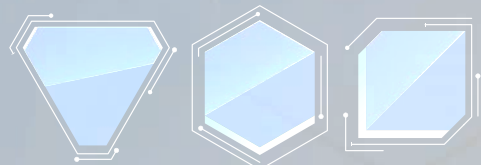
I truly believe that first impressions matter! On my first day, I was welcomed by 22 wonderful people with a smile, and I felt a sense of empowerment like I had never felt before.

**Beatriz Silveiro**

From day one, the team made an effort to introduce themselves, offer support, and foster an inclusive environment. The onboarding process clearly reflects a commitment to diversity and inclusion. By incorporating diverse voices into the training content and highlighting company policies from the start, the onboarding experience helped lay a strong foundation for a culture where everyone feels valued.

**Mikel Aulet**

When I met my team and the other departments in Barcelona, I was surprised to see they were younger than me. As a professional trainer of adults in environmental chemistry and waste management, I often see many young people full of talent but lacking opportunities because they don't have work experience. Investing in new talent is a refreshing experience, and I love it.




Euclides Baldé

The company's onboarding process truly promotes a culture of diversity by bringing together people from different backgrounds and working styles. It shows us that it's possible to grow and develop all kinds of skills. Moreover, the patience and openness shown from the very beginning make a huge difference in how relationships are built and how comfortable we feel being ourselves.


Raquel Albino

Since I joined Arquiconsult, I've truly felt welcomed and supported. The onboarding process was very well organized, and the follow-up meetings with the HR team made all the difference. From the beginning, it was clear that different backgrounds, experiences, and perspectives are valued, and that everyone is encouraged to contribute in their own way. This inclusive environment helps create a culture where collaboration and respect naturally thrive.


Mohammad Alraqad

My first day was in Riyadh, where I met with Solayman Refae, Luís Fernandes, and the team. I immediately started working on the project from the client's location. Solayman and Luís were very welcoming and friendly. Throughout all the meetings and interactions, Luís Fernandes consistently made me feel very comfortable and welcomed, which had a big impact on my onboarding experience.


Marta Silva

Looking back at this past year, I have truly felt welcomed, always with a smile and good cheer. More than professional integration, I have been living a true experience of human connection — where every act of sharing, every supportive listening, made me feel part of something bigger. When we feel seen, heard, and valued, the desire to give back, to care for our surroundings, and to help others feel at home naturally arises.



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