

#10 FEBRUARY 2026

# ARQUINEWS

## ARQUICONSULT CONNECTS PORTUGAL TO BRAZIL

AND ACCELERATES ITS GLOBAL EXPANSION

P. 3

Interview



Miguel Tiago de Almeida

**Arquiconsult strengthens its internationalization strategy with its entry into the Brazilian market**



P. 8

Article



João Luciano

**Arquiconsult leads in AI: new service offerings and a forward looking vision**



P. 12

Interview



Cassio Fireman

**"The merger of Fênix with Arquiconsult was a necessary step to accelerate growth and international expansion."**



## EDITORIAL

# Arquiconsult at the Forefront of Digital Transformation



**José Mourarias**  
Board Member



## TECHNICAL INFORMATION

### Ownership

Arquiconsult – Sistemas de Informação, SA

### Writing, editing and proofreading

Porto de Ideias, Lda

### Design and layout

Porto de Ideias, Lda

### Contacts

[comercial@arquiconsult.com](mailto:comercial@arquiconsult.com)

[www.arquiconsult.com](http://www.arquiconsult.com)

**A**rquiconsult SA, a leading Portuguese information systems consulting company and Microsoft Solutions Partner, announces a major milestone in its international growth strategy, with the expansion of its operations to Brazil through the acquisition of a local technology company, increasing significantly its investment in Artificial Intelligence (AI) and consolidating its strong financial performance. The company expects to achieve revenues of approximately €24 million in Portugal and €33 million at group level in 2025.

Founded in 2004, Arquiconsult SA has grown into a multinational consultancy specializing in the implementation of Microsoft solutions, including ERP, CRM, Business Intelligence, Cloud, and Analytics. With more than 20 years of experience, the company currently employs over 400 highly qualified professionals spread across 13 locations on three continents,

supporting clients in various sectors such as logistics, retail, manufacturing, services, and the public sector.

As a certified Microsoft Solutions Partner in Business Applications, Azure Infrastructure, Digital & App Innovation, and Data & AI, Arquiconsult SA supports organizations in the modernization of critical systems, migration to the cloud, and strategic data enhancement.

Entering the Brazilian market is a strategic priority, due to its size, diversity and digital maturity. The acquisition of a local company with strong expertise in Microsoft solutions enables Arquiconsult to accelerate its regional presence, benefiting from market knowledge, experienced teams and established business relationships. This integration strengthens the company's ability to execute highly complex international projects, combining global scale with local proximity.

The expansion into Brazil

also strengthens Arquiconsult SA's position as a technological bridge between Portuguese-speaking markets, promoting team synergies, knowledge sharing and joint development of solutions aligned with global best practices.

Alongside this, Artificial Intelligence plays a central role in the company's growth strategy, through investment in R&D teams, the development of intelligent features for business applications, and the integration of machine learning and advanced automation into ERP and CRM environments, in partnership with Microsoft and Azure AI Services.

With a strong commitment to talent, innovation, and value creation, Arquiconsult SA will continue to expand its team, invest in training and develop solutions that drive sustainable digital transformation for its clients, consolidating its position as a leading global technology partner. ■



**Miguel Tiago de Almeida**  
Board Member  
Arquiconsult

## INTERVIEW

# Arquiconsult strengthens its internationalization strategy with its entry into the Brazilian market



**A**fter Spain, Angola and the Middle East, Arquiconsult is now investing in Brazil, one of the world's largest and most influential economies. The consultancy company has acquired Brazilian company Fênix, a local partner with whom it has enjoyed a trusted working relationship for over 15 years. This investment in Brazil reflects the company's ambition to grow in high potential markets and to diversify its operations, overcoming the limitations of the Portuguese market and opening doors to new high value-added opportunities.

### What led Arquiconsult to decide to expand its business into Brazil?

For several years now, our expansion strategy has focused on internationalization. We began with Spain and the Middle East, largely because we realized that the Portuguese market is too small for what we aim to achieve. Brazil seems like a natural destination, primarily because of the language. It is one of the world's largest economies — currently the tenth largest — and a growing market.

# 4

The studies we consulted show that the growth of management solutions in Brazil has been more pronounced than in Europe or even in the United States. In addition, Brazil is implementing a major tax reform, a process that will take around ten years. The Brazilian tax system is extremely complex, and this has always been an obstacle to economic growth and the entry of multinationals. Whenever there are major tax changes, management systems have to adapt, and international systems — such as those from Microsoft — are usually better prepared than local solutions.

With all this in mind and considering that many multinationals already use Dynamics in other regions but did not do so in Brazil due to tax issues, this investment makes perfect sense. In short, Brazil fits perfectly into our internationalization strategy.

## **As is usual in these processes, it was then necessary to find a local partner.**

### **What led you to Fênix and what made you choose them?**

In regions like this, it is absolutely essential to have a trusted partner. Fênix did not appear by chance — we have known them for over 15 years. We have worked together before, belong to the same network of partners, and have crossed paths on various projects and events over the years. We knew the partners well, their way of working, and we knew they were an extremely reliable company. Moreover, despite being based in Brazil and operate strongly in the local market, their practices are very similar to those in Europe. Their main clients are European and American multinationals with operations in Brazil, which greatly facilitates alignment.



**Brazil is implementing a major tax reform, which represents an opportunity for companies like ours, which offer international solutions that are better prepared for regulatory changes.**

## **Did this long standing relationship ultimately facilitate the process of rapprochement?**

Yes, talks had been going on for many years — what was missing was the to participate in the company's capital. That opportunity arose when one of the partners decided to retire, opening the door for a new partner to join. The “courtship” was long, but the opportunity for a “marriage” has now arrived.

## **In terms of the acquisition, how was this process carried out?**

I can say that we acquired 51% of the company, ensuring a qualified majority while retaining the local partners as relevant partners committed to the business.

## **How does this acquisition also strengthen Arquiconsult's presence in the United States?**

Fênix already operates in the United States, namely in Miami, where it serves several clients. Although this was not the main motivation for the acquisition, it was an important additional factor, because it gives us a point of entry into that market. Beyond the United States, there is still a lot of potential in Central American regions such as Puerto Rico, Panama and the Dominican Republic. Having a presence in Miami — a city with strong Latin influence — facilitates this access. It was not decisive factor but it added value.

## **What are the main target markets after this acquisition?**

At the moment, the main focus is Brazil. It is a huge market, with large scale companies, particularly in areas where we have deep expertise: manufacturing, agri food, transportation, and retail.

In Portugal, it would be impossible to find companies operating at this scale. Being in Brazil naturally opens the door to Central America, where we are already in contact with other companies and where there is also great potential. It's also worth noting that Microsoft itself identifies Latin America as one of the major growth areas for the current fiscal year.

### And in terms of financial impact, what do you expect from this acquisition?

Fênix currently has around 50 employees and a turnover of around three million euros. It is not a small company for this sector and has great growth potential. More than its current size, we greatly value its young team, the way they work its similarity to what Arquiconsult was around ten years ago. We believe in rapid, double-digit growth in the coming years, with the aim of doubling turnover in a short space of time, combining organic and inorganic growth.

### Fênix is known for its specialization in Dynamics Business Central. What synergies can be explored?

Fênix works exclusively with Business Central and owns the Brazilian localization of the software — its adaptation to Brazilian laws and taxation. No company can operate in Brazil with just standard Business Central — this localization, which is owned by Fênix, is essential. Furthermore, this solution is recognized by Microsoft as the best in the market and has received strong support from them. This was one of the key factors behind the acquisition. Fênix also shares the same strategic vision: sector based specialization — retail, transportation, manufacturing. When we present ourselves as specialists, we are able to secure projects with greater added value. Fênix already operates in this exact way, which creates total synergy.

### How does this integration contribute to diversifying the client portfolio and service offering?

More than diversifying, it expands the scope of what we already do. Many European companies use Business Central in Europe, but in Brazil they opted for local solutions due to taxation. Now, knowing that there is a European company operating in Brazil with a solid tax solution, they begin to entrust us with these projects as well. The same applies to technology partners who, aware of our presence in Brazil, are starting to refer leads to us in that region.

### What are the goals for the next 12 to 24 months?



We are aiming for minimum annual growth of 15% Over a two year period, we want to achieve a turnover of around five million euros. After that, we will reassess.

### And in terms of the team, is local growth expected?

Yes, definitely. This growth will be achieved using local resources. Brazil has high quality universities and skilled professionals, especially in São Paulo, Rio de Janeiro, and Minas Gerais. The main challenge is not finding talent but retaining and building loyalty. This is a cultural challenge but Fênix has managed to deal with it well by offering good conditions and creating team spirit. With our support, we believe the team will continue to grow in a sustainable manner.



**Fênix has around 50 employees and a turnover of three million euros. We expect to grow rapidly, with double-digit growth targets, reaching five million within two years.**



## CASE STUDY

# Grupo Alves Ribeiro and Arquiconsult: Two decades of a partnership that continues to generate value

Over two decades, the Alves Ribeiro Group has evolved from a business essentially based in the construction sector into a Group operating in various business areas and internationally. Today, it is also active in real estate development and management, shopping center management, and projects in the tourism and education sectors. Its clients include public and private entities, both national and international, reflecting the scale and complexity of its activity. In addition to Portugal, the Group has a consolidated presence in several regions around the world, where it employs several hundred people.

During the growth process, the need arose to find a solid, competent and reliable technology partner — one capable of responding not only to current demands but also of accompanying future developments.

The choice fell on Arquiconsult, a partner of excellence that, which from the very beginning demonstrated its ability to maintain "a close collaboration based on knowledge sharing and the adoption of best market practices," says Pedro Ponte, Head of Information and Technology at the Alves Ribeiro Group.

Throughout these years of collaboration, Arquiconsult has ensured not only support for the traditional ERP but also for all the necessary integrations within the current ERP, thus accompanying the organization's growth and increasing diversity.

The complexity of the business — comprising multiple companies — "requires an ERP capable of integrating all entities in the various areas in which they operate, and generating a single, accurate accounting report, which is essential for providing the Board with a global view of the Group's financial and accounting status. The more cross-functional it is, the better. This single accounting report is fundamental for a careful analysis of the business by our Board," says Pedro Ponte.



**Over the years, Arquiconsult has ensured not only support for the traditional ERP but also all the necessary integrations within the current ERP, thus accompanying the organization's growth and increasing diversity.**

The growth recorded in the last year — around 40% compared to the previous year — brought new challenges, particularly in terms of people management. It became essential to implement an Employee Portal, and Arquiconsult's experience made all the difference in this process, through the proposal and development of an add-on that is fully integrated into the ERP.

All employees are currently registered in the system which allows direct access to their database. Through this portal, processes such as salaries, holidays, absences and others are managed, allowing each employee to have direct access to their information and autonomously manage several aspects of their professional life.



“

**We have a win win relationship with Arquiconsult, one that continues to generate value for both parties.**

Given the extensive international presence — in Brazil, Mexico, Paraguay, France, and other countries — the importance of an integrated system is still imperative. The complexity of operations and the diversity of profiles require powerful software capable of efficiently managing financial and human resources, ensuring a unified view of the organization, regardless of geographical location.

“We are present in Brazil and are starting operations in



Mexico and Paraguay. We have a small office in France, and the company’s goal is to have a management backbone in a single software solution that manages all these different geographical hubs,” says the executive.

Pedro Ponte sees the relationship with Arquiconsult as more than a contract. It is a true partnership, built on mutual growth, trust, dedication, and strict adherence to deadlines. “These factors explain the longevity of almost two decades and sustain a clearly win win relationship that continues to generate value for both sides,” he concludes. ■





**João Luciano**  
Global AI Manager  
Arquiconsult

## ARTICLE

# Arquiconsult leads in AI: New service offerings and a forward looking vision

Artificial Intelligence (AI) has ceased to be a future promise and has become a present reality, and Arquiconsult has taken a leading position in this transformation. In recent months, the company has placed AI at the center of its innovation strategy — strengthening the upskilling of internal teams and renewing its solutions portfolio — to help global clients and partners harness the benefits of this technology. New AI specialized services have been launched to support organizations of all sizes on their digital journey, while a dedicated AI unit and internal training programs ensure that Arquiconsult has the knowhow and vision necessary to successfully lead AI projects. With an institutional and inspiring approach, Arquiconsult is prepared to accelerate business transformation through AI, combining technological innovation with responsible, people centered implementation.

The company invested heavily in internal training, hiring spe-

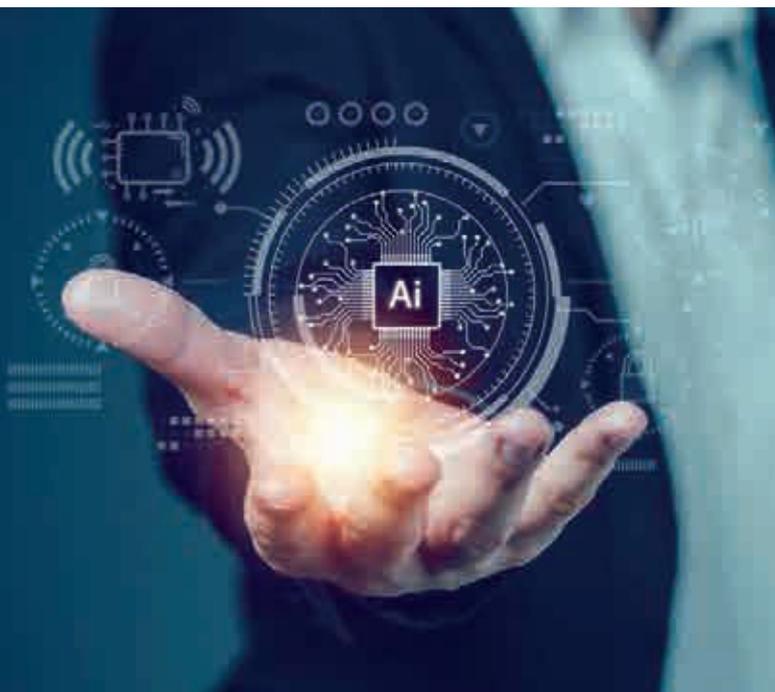
cialists and launching structured programs to ensure teams master technologies such as Power Platform, Microsoft Copilot and Dynamics 365 with integrated AI. The internal "Power Platform Adoption Journey" program trained employees in automation, low code development, data analysis and conversational AI, aligning technical skills with strategic goals. At the same time, newsletters, workshops and continuous knowledge sharing consolidated an internal culture of innovation.

Arquiconsult's technological offering has also evolved. Today, virtually all Microsoft solutions it implements integrate AI features — from task automation in Dynamics 365 to insights generated by Copilot in productivity, sales and customer service. The company has also strengthened its portfolio with specialized services that cover the entire AI adoption journey: diagnostics, multidisciplinary transformation programs, rapid pilots with Microsoft 365 Copilot, enterprise rollouts, creation of conversational agents, advanced Azure AI projects, and governance and security consulting. These services are designed to generate concrete value, with clear deliverables and approaches aligned with the Microsoft ecosystem.

The company is also preparing the creation of its own IP, with AI solutions that can be replicated by sector, which will be launched on Microsoft Marketplace in 2026 — reinforcing its position not only as an integrator but also as a creator of innovative products.

## Responsible innovation: security, ethics and human value

Arquiconsult advocates a responsible AI approach, ensuring security, ethics and respect for privacy. It highlights the importance of adopting business tools — such as Copilot — instead of generic solutions that could compromise corporate data.



## IA as a Central Strategy

Arquiconsult integrated IA on all fronts — internal upskilling and market offerings — positioning itself at the forefront of technological innovation.

## Inovação Responsável

A strong commitment to security, ethics and governance in AI — Microsoft native solutions ensure data protection and conscious adoption of this technology.

## People First

Being “AI first” is only possible by being “people first”: continuous investment in training and talent ensures that AI amplifies human potential rather than replacing it.

## AI with “common sense”

Arquiconsult reinforces: AI is a powerful ally, but it must always operate under human supervision and clear rules, aligned with our values and objectives.



In addition, it promotes governance policies, bias mitigation, and continuous human oversight. The company encourages the use of AI to enhance creativity, generate new perspectives, and support decision making, while always keeping humans at the center.

In the context of collaboration, AI is transforming teamwork. Features such as automatic translation in meetings, smart summaries, and document analysis allow distributed teams to stay aligned.

AI is also a discovery tool, capable of identifying patterns or suggesting new solutions, acting as a driver of creativity when guided properly. The future lies in the development of socially intelligent models, capable of understanding group dynamics and interacting naturally in collaborative settings.

The company recognizes that AI will transform millions of jobs in the coming years — not by eliminating roles, but by redefining tasks. Continuous reskilling will be essential, and Arquiconsult aims to be at the forefront of this movement, promoting solutions that enhance human capabilities, increase productivity and create new opportunities for value.

### **Commitment in action: leading with AI today and tomorrow**

With 20 years of experience in technology and management projects, Arquiconsult is proud to have helped countless companies optimize processes and achieve goals. Now, as we transition into the era of AI — possibly the biggest factor of change in the next decade — the company confidently states: “we are ready.” Ready with a skilled team, an aligned offering and the right partnerships to guide our clients through this revolution, turning challenges into opportunities and ensuring that AI ultimately serves to amplify human talent and business success.

For Arquiconsult, AI is no longer the future, it is the present and the company invites clients and partners to jointly build a more innovative, efficient, and responsible future. ■



**The commitment is clear: to adopt and implement AI in a strategic, ethical, and secure way, ensuring that technology serves to amplify human talent and drive business success.**

INTERNATIONALIZATION

# Arquiconsult around the world



- |              |                        |                      |          |                 |                 |                    |             |
|--------------|------------------------|----------------------|----------|-----------------|-----------------|--------------------|-------------|
| South Africa | Bahrain                | China                | Slovakia | Great Britain   | Jordan          | Montenegro         | Romania     |
| Albania      | Belgium                | Cyprus               | Slovenia | The Netherlands | Kazakhstan      | Nigeria            | Serbia      |
| Germany      | Benelux (Belgium)      | Colombia             | Slovenia | Hungary         | Lebanon         | Norway             | Singapore   |
| Andorra      | Bosnia and Herzogovina | Croatia              | Estonia  | India           | Lithuania       | Oman               | Singapore   |
| Angola       | Brazil                 | Denmark              | ESTONIA  | Ireland         | Luxembourg      | Oman               | Switzerland |
| Saudi Arabia | Bulgaria               | Dominica             | Finland  | Iceland         | North Macedonia | Poland             | Ukraine     |
| Argentina    | Cape Verde             | Dubai                | France   | Israel          | Morocco         | Portugal           | Uzbekistan  |
| Austria      | Canada                 | Egypt                | Gabon    | Italy           | Morocco         | Qatar              |             |
| Azerbaijan   | Chile                  | United Arab Emirates | Ghana    | Japan           | Mexico          | Dominican Republic |             |



 **Portugal**  
Lisbon, Oporto and Vila Real

 **Angola**  
Luanda

 **Saudi Arabia**  
Riyadh

 **Brazil**  
Rio de Janeiro e São Paulo

 **Spain**  
Barcelona, Bilbao, Madrid,  
Salamanca e Seville

 **United Arab Emirates**  
Dubai

 **USA**  
Miami

 **Our Clients**

 **Our Offices**



**Cassio Fireman**

CEO

Fênix, An Arquiconsult Company

## INTERVIEW

# "The merger between Fênix and Arquiconsult was a necessary step to accelerate growth and international expansion."

**C**assio Fireman, CEO of Fênix Brazil, explains what led the company to move forward with the merger with Arquiconsult. Discover the entrepreneur's perspective and find out what the next steps are in this new region and in the LATAM region.

### How did Fênix emerge, and what were the key milestones in its journey?

Fênix was founded in 1999 by Robson Bettencourt, initially focused on providing specialized services to clients. In 2000, we began representing the Navision solution in Brazil which required us to better structure the company and consolidate our offering of solutions. Two years later, with Microsoft's acquisition of Navision, the relationship became direct and the portfolio evolved significantly. Between 2010 and 2011, we invested heavily in localizing Dynamics NAV for the Brazilian market, ensuring legal and tax compliance. In 2014, we opened our São Paulo branch, strengthening our presence nationwide. In 2020, we celebrated the official launch of the cloud version of Business Central in Brazil. Subsequently, we expanded operations to the United States and, in 2025, completed the merger with Arquiconsult — a milestone in internationalization and professionalization.

### Why did you choose Dynamics 365 Business Central as your core business?

The choice of Dynamics 365 Business Central stems from our origins and experience with the ERP, as we recognized early on that the product was an intuitive, modern and scalable solution. Over the years, Business Central has maintained these qualities, adding more advanced technology and superior user experience. In addition, we invested in adapting it to the Brazilian context, responding to tax and regulatory requirements, allowing the solution to be adjusted to the local reality.

### How do you assess the adoption of Microsoft solutions in the Brazilian market today?

The Brazilian market shows strong adherence to Microsoft technologies, particularly in the main technology hubs, where there is intensive consumption of productivity and cloud solutions. ERP adoption continues to grow, and when considering the entire portfolio — office tools, cloud, productivity, ERP and artificial intelligence — Microsoft's offering becomes difficult to compare, as it is truly comprehensive and touches several business areas.



**If a company does not open itself to technology, it ceases to be relevant.**



### What barriers still exist to greater penetration of these solutions?

The main barrier is dissemination, as many companies and professionals still do not associate Microsoft with business solutions in the ERP domain. The Brazilian ecosystem is highly sectorized and fragmented, with consolidated and highly adapted local solutions. The work involves dissemination through case studies, for example, and also the training of professionals — demonstrating that global solutions can be properly localized for Brazil.

### Which sectors have shown the greatest openness to digital transformation?

The financial and agribusiness sectors stand out for their natural adoption of technology, but the services and manufacturing sectors are also advancing — albeit at a slightly different pace, but evolving, nonetheless. Overall, all industries are receptive, each at their own pace, because non-adoption implies a loss of competitive relevance. Therefore, embarking on digital transformation becomes inevitable for companies.

### What motivated the merger with Arquiconsult? What strategic advantages do you expect from this acquisition?

The merger was motivated by the need to accelerate Fênix's internationalization. We knew that Arquiconsult had already gone through that journey, which gave us practical experience of the process. I believe the merger will allow us to shorten our growth cycle. In terms of advantages, I think it will accelerate our operations in the United States, which until now were mostly reactive. With the merger, we will be able to operate in a more structured and global manner, benefiting from operational and commercial synergies and becoming more proactive.

“

**With the merger, we will be able to operate in a more structured and global manner, benefiting from operational and commercial synergies, and becoming more proactive.**



## How is the integration process between the two teams going?

Integration requires effort, as in any change process, but it has been carried out with planning and good response times. It is a demanding but necessary process. Collaboration between teams has been open and accessible. Nothing is imposed — we discuss options and choose what best suits our reality. The absence of a language barrier facilitates the process, and the support from the Arquicon-sult teams has been consistent and available.

## What international opportunities do you expect to explore with this merger?

The merger opens up opportunities to explore global clients more broadly, develop product synergies that make sense for the Brazilian market and share resources across regions. There is also an agenda of verticalization and coordinated action in different markets, strengthening international presence.

## Are there concrete plans for projects outside Latin America?

There are plans at an advanced stage for operations in Latin American countries, with negotiations currently underway. The next steps outside the region point to more active operations in the United States, with specific details of the operation remaining confidential for the time being.

“

**In the coming years, we want to consolidate our leadership in ERP Business Central in Brazil, grow with a focus on verticalizations and expand into Latin America, while also actively operating in the United States.”**

## What are Fênix's next strategic steps?

In the coming years, we want to consolidate our leadership in ERP Business Central in Brazil, grow with a focus on verticalizations and expand into Latin America, while also operating actively — rather than just reactively — in the United States. The goal is balanced growth in all areas — commercial, delivery, and product — supported by more mature processes and a global vision. ■





**Ricardo Silva**  
BI & Data Analytics  
Business Unit Manager  
Arquiconsult



## ARTICLE

# How to Build a Solid Data Foundation to Harness AI in Organizations

**B**uilding a solid data foundation is essential for the success of artificial intelligence (AI) initiatives in organizations. For AI to have real impact, it is crucial that the organization has access to high quality, well organized and structured data — but also to unstructured data, which represents a large part of all information generated today.

Efficient management of this data requires more than traditional Data Warehouses. Tools such as Data Lakes and Data Lakehouses are emerging as key solutions for centralizing data in various formats, which is essential for ensuring the data readiness necessary for successful AI initiatives.

Data Warehouses have always been fundamental to the centralization of structured data from transactional systems and relational databases. However, modern organizations generate an enormous amount of data in unstructured formats — such as documents, images, videos, emails or sensor data — that do not easily fit into traditional data models. When properly processed, this data offers significant potential to enrich AI models, especially in areas such as natural language processing, sentiment analysis and image recognition. Therefore, an effective data foundation must be able to handle both structured and unstructured data.

This is where Data Lakes and, more recently, Data Lakehouses come into play. A Data Lake allows you to store large volumes of data in any format — structured or unstructured — in a scalable and accessible way. This flexibility facilitates the integration of data from various sources, creating a richer and more diverse base for AI analysis and modelling. Data Lakehouses, in turn, combine the best of both worlds: the flexibility of Data Lakes with the governance and performance of Data Warehouses, offering a centralized and efficient repository for data of multiple formats and sources.

## Microsoft Fabric and Artificial Intelligence

Tools such as Microsoft Fabric are ideal for supporting these hybrid architectures, enabling the ingestion, processing and analysis of both structured and unstructured data. Fabric allows the efficient data centralization and transformation, ensuring that information is always ready to feed AI algorithms with the necessary quality and speed.

In addition, an innovative feature of modern data foundations is data agents. These agents act as digital “butlers,” always available to analyze, monitor and adjust data as needed. More than simply preparing data, they can automate complex analytical tasks, identify emerging patterns, provide real time insights and even suggest adjustments to AI models. When implemented on a Data Lakehouse or Data Warehouse, data agents act proactively, continuously optimizing data and ensuring that it is always ready to feed AI models with maximum accuracy and efficiency.

In summary, building a well structured data foundation that integrates both structured and unstructured data is essential for the success of AI initiatives. The use of Data Lakes, Data Lakehouses and tools such as Microsoft Fabric — together with data agents — allows organizations to achieve true data readiness, ensuring a modernized Reporting and Data Analytics platform, facilitating AI implementation and at the same time ensuring better, faster, and more scalable results. ■



**Henrik Närvä**  
Finance Manager  
Evolution

## CASE STUDY

# Evolution aims to grow in the LATAM market with the support of Arquiconsult

**T**echnological evolution is a constant challenge for global companies, especially when it involves multiple regions and complex systems. In this interview, Henrik Närvä Hnarva, CFO of Evolution — one of the world's largest online gaming companies — explains the reasons behind choosing Arquiconsult as their technology partner, the challenges faced and expectations for the future.

### What were the main factors that led to choosing Arquiconsult as a technology partner?

The main factors that led us to choose Arquiconsult as our technology partner were its ability to provide global support, especially in Evolution's key growth regions. Its extensive geographic coverage and partner network, combined with a flexible, client-focused approach at a competitive price, were decisive in our decision.

### Can you share the main benefits of using Microsoft D365 Business Central?

Evolution's ERP system allows us to concentrate most business related data in a single location, which can be managed and standardized centrally. Access to this data can be assigned based on company user profiles, which is another major advantage of the D365 Business Central ERP system.

As a third major benefit, we highlight the ease of integrating the system with other applications — whether to add or update data, or to synchronize information from D365 Business Central with other systems. This significantly reduces the need to re-enter data and decreases the risk of human error.

“

**We enjoy working with the Arquiconsult team. They are flexible, bring good ideas and find solutions to our problems.**

Finally, we would like to point out that D365 Business Central accompanies the company's growth. For several years, we only used part of the available features but as the company grew and internal processes became more organized, we adapted the system and started using other areas of D365 Business Central.

### After more than a year working with Arquiconsult — both in implementing D365 Business Central in new regions where Evolution is now present and in supporting and updating existing implementations — how would you rate the performance and support of the Arquiconsult team?

After more than a year of collaboration with Arquiconsult, we consider that the performance and support have been excellent. The team is highly responsive to our requests and proactive in presenting solutions tailored to our needs. The consulting team resolves issues quickly, effectively and consistently — a high-quality service.

**Arquiconsult is also involved in managing the relationship with several other Microsoft partners, who provide country specific localization or other business applications. The goal of this decision was to give Evolution a global and unified view that would help optimize processes and costs. Do you consider this a good strategy?**

We are very pleased with the decision to entrust Arquiconsult with managing our global partner relationships. This strategy provides us with a single point of contact and ensures a consistent approach to our ERP development initiatives, maintaining the integrity of our global structure and optimizing processes and costs.

**How would you describe the involvement of Arquiconsult's consultants with the Evolution team?**

They are responsive, creative, structured, efficient and very friendly.

**Do you believe Arquiconsult's proposals for improvements and strategies add value?**

Absolutely, especially in the current context. We may need to work more closely together on defining a long term vision. So far, the approach has been somewhat piece-meal but there is room for improvement.

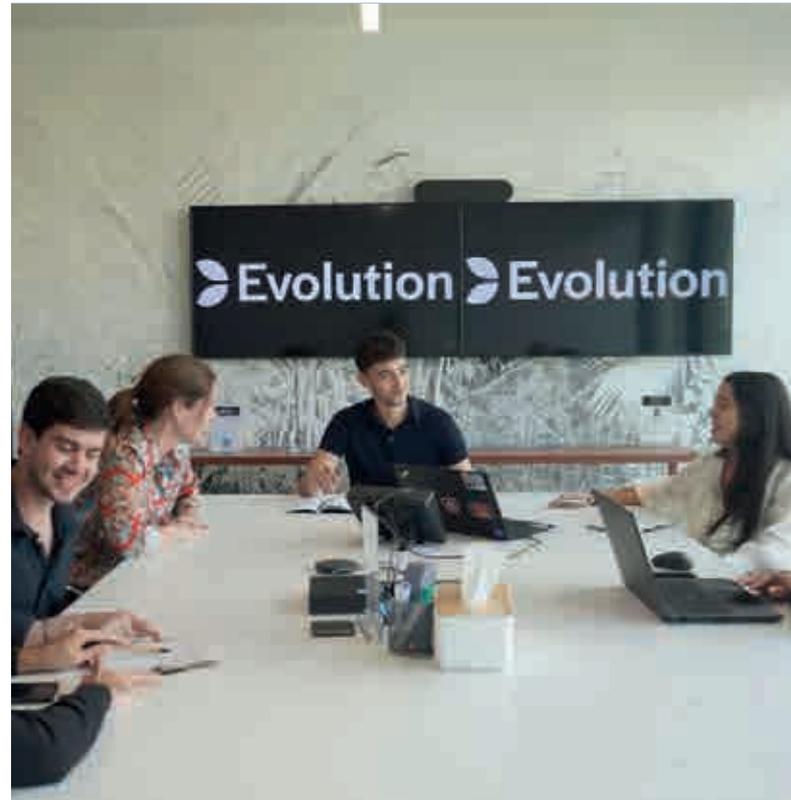
**What are Evolution's plans for the coming years regarding technology, and what do you expect from the partnership with Arquiconsult?**

It is difficult to plan because things change so quickly. However, in the first six months of 2026, we want to complete the implementation in Latin America, especially in Brazil. Afterwards, we want to align operations in Argentina and Colombia with Business Central. We will also need maintenance in countries such as Bulgaria and Poland. We expect that, in 2026, it will be possible to define a clear strategy for 2027.

**How do you measure the success of the partnership with Arquiconsult?**

Speed of service, quality of services provided, and cost efficiency.

**How did Arquiconsult help manage and overco-**



**me the challenges of providing support across different time zones?**

Arquiconsult's network of partners enabled our local teams to interact with the implementation teams in their own time zone.

**What are Evolution's plans for the coming years in terms of technology, and what do you expect from the partnership with Arquiconsult?**

We look forward to continuing to develop our relationship with Arquiconsult and counting on their support to help us, as a company, adapt to a constantly changing environment while improving the use of our systems to increase the efficiency and effectiveness of our processes. ■

“

**We chose Arquiconsult mainly because of their geographical coverage and experience in Latin America, as it is a rapidly growing market for us.**

## HUMAN RESOURCES

## "Arquiconsult: Recognized as One of the Best Places to Work"



It is with great pride that Arquiconsult announces the achievement of the Great Place to Work® (GPTW) certification—an international recognition that distinguishes organizations that foster excellent work environments based on trust, respect, and people's well-being.

This certification is the result of a rigorous evaluation process based exclusively on employee perceptions. The results clearly and consistently reflect the strength of Arquiconsult's organizational culture and its ongoing commitment to responsible, human, and transparent management practices. According to the GPTW survey, 96% of employees state that they felt welcome when they joined the company, highlighting a culture of inclusion and integration that values each person from day one.

Additionally, 95% of employees believe that leadership is committed to retention, demonstrating a conscious and responsible approach focused on valuing talent and building long-term relationships. Trust in leadership is further reinforced by the fact that 93% of employees consider leadership to be ethical and honest in managing the business—a key indicator of credibility, transparency and organizational integrity.

Overall, these factors translate into a particularly impressive result, with 89% of employees stating that Arquiconsult is an excellent place to work.

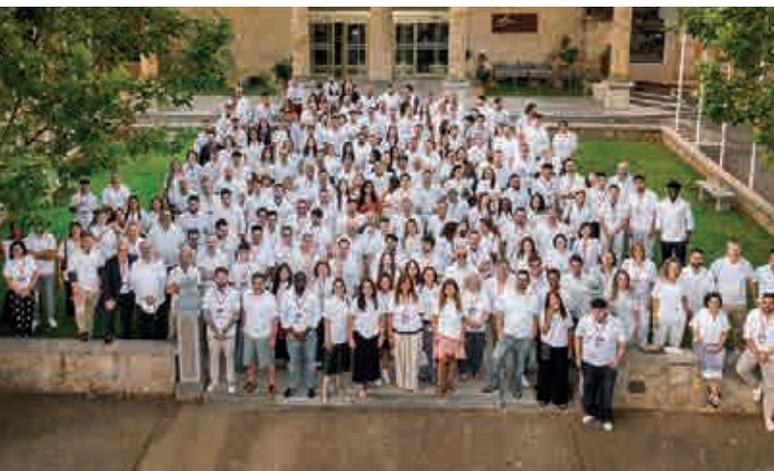
This recognition confirms that the company has been



consistently building an environment where people feel respected, heard, and engaged, and where there is room for professional development, collaboration and innovation.

More than just a seal, the Great Place to Work certification reflects a culture that is lived out on a daily basis, grounded in solid values, close leadership and a strategic vision that places people at the heart of the business. For Arquiconsult, this recognition reinforces the belief that the organization's sustainable success is directly linked to the well-being, involvement and trust of its teams.

We would like to express our sincere gratitude to all employees who contribute every day to making Arquiconsult an excellent place to work. We remain committed to strengthening our culture, evolving as an organization, and building an even more solid and inspiring future together. ■



# 96%

of employees feel welcome during onboarding

## INTERNATIONAL PARTNERSHIPS

# 1<sup>st</sup> Edition of ArquiPartner Day

## Sharing, Knowledge, and Innovation



This year marked the first edition of ArquiPartner Day, Arquiconsult's client event, held in Madrid at the iconic Palacio de Santoña. The gathering was born with a clear purpose: to strengthen relationships of trust, create a learning platform and drive innovation in a context marked by the continuous evolution of Dynamics 365 ecosystem solutions and the rapid growth of Artificial Intelligence technology.

In a landscape where B2B sales cycles are increasingly complex and trust-based, partner events provide the ideal environment for in depth conversations, live demonstrations, and sharing real-life case studies. They function as a true collaborative ecosystem, where joint opportunities are identified, partnerships are consolidated, and complementary offerings are designed to drive business growth for all parties.



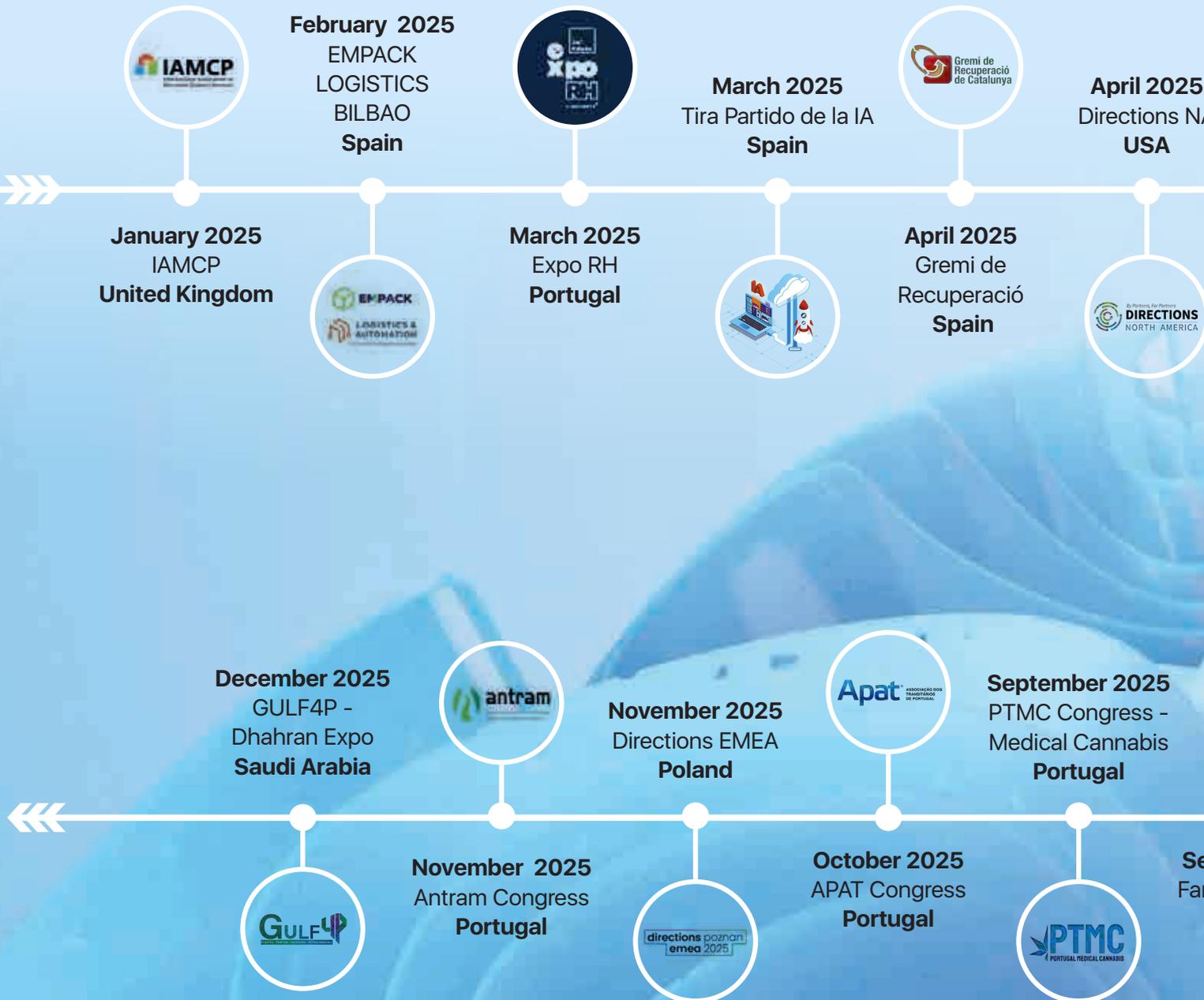
At the same time, events of this nature serve as true idea laboratories. Through roundtables and presentations, best practices are shared, technological trends—such as AI and automation—emerge and go to market strategies are tested and can be quickly adapted and replicated in other markets. At ArquiPartner Day, the goal was precisely this: to create a privileged space for sharing and innovation.

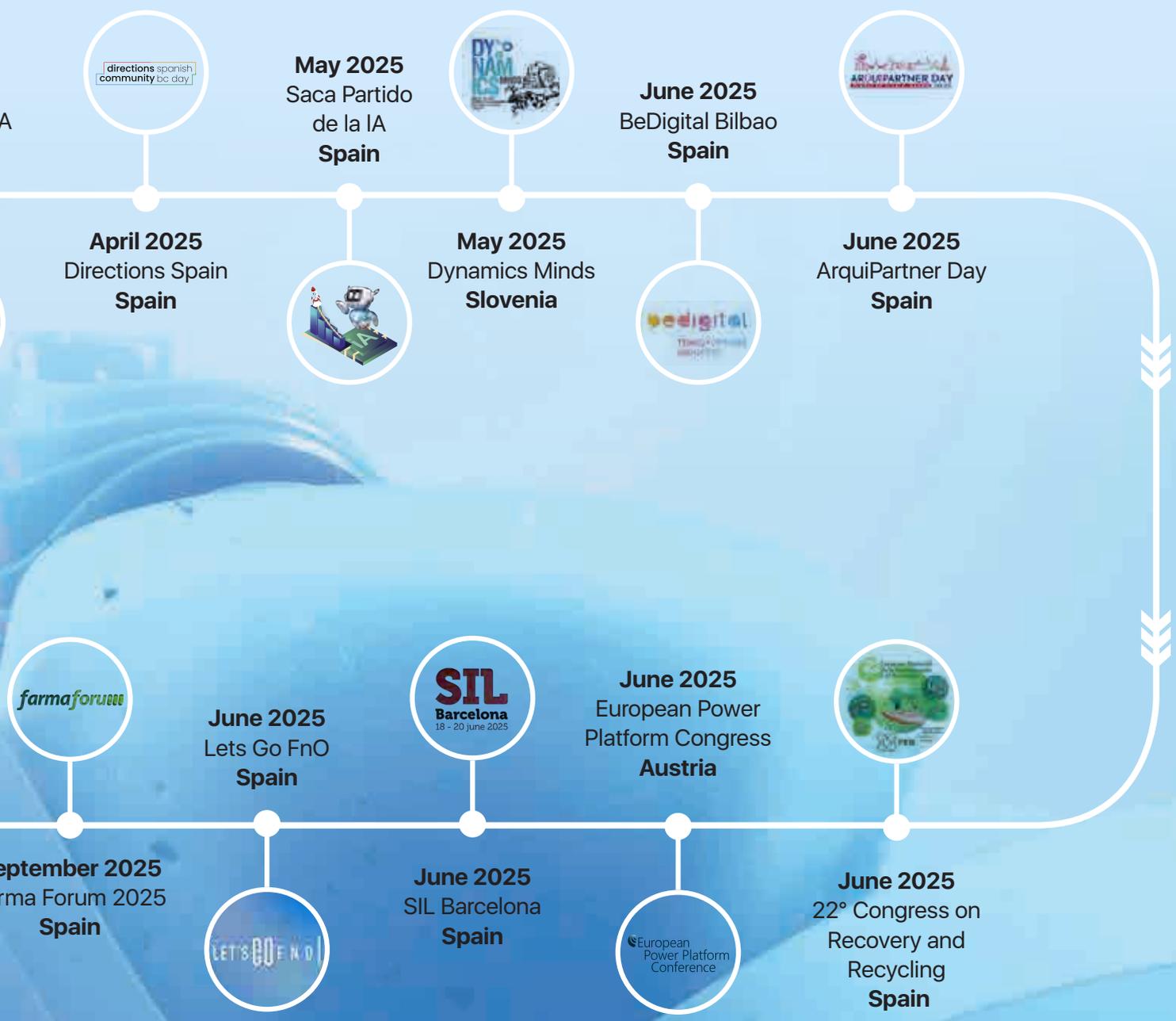
Investing in a partner event is, therefore, far more than organizing a one off gathering. It is a fundamental strategy for building solid ecosystems, accelerating sales, opening doors to new markets, and, above all, creating proximity through fruitful synergies and structured knowledge sharing. ■



# Events

Arquiconsult takes part in major national and international events





## What is it like to be part of the current digital transformation driven by the advancement of AI?



**Marta Pereira**

"I believe that AI has the potential to increase efficiency by enabling faster, more informed decision making, supporting proactive problem solving, and allowing teams to focus on strategic tasks that generate significant impact.

Beyond internal optimization, I also expect AI to bring meaningful benefits to our clients, helping them strengthen their competitiveness through faster innovation, greater efficiency, and the adoption of intelligent, data driven solutions."



**Bruna Lourenço**

"Being involved in a transformation journey driven by the advancement of Artificial Intelligence means working in a constantly evolving environment that creates new opportunities to innovate and improve how we work. On a day to day basis, AI is expected to simplify routine tasks, support faster decision making, and provide more accurate insights. This will allow for a greater focus on higher-value activities, increased productivity and better results. AI will help us better understand client needs and provide more consistent and reliable support."



**Luís Teixeira**

"Being part of the AI team means actively participating in how the company evolves and adapts to the future. Currently, a large part of our daily work is devoted to recurring activities, analyzing known problems and recreating existing solutions. AI is changing this scenario by providing immediate access to knowledge and automating routine tasks, allowing us to focus our efforts on truly complex challenges and innovation. I believe our clients will benefit from the work of a more strategic and proactive team, capable of delivering more value than before."



**Mariana Filipe**

"Being part of an AI driven transformation journey is exciting and energizing. Often, a simple command is enough for AI to organize my thinking, handle repetitive tasks, and bring clarity to my ideas, allowing me to focus on more meaningful activities and enhance my overall performance.

For our clients, the main impact is clear: easier and faster access to information and automation of repetitive tasks, leading to better efficiency and experience. "AI" and "agents" are topics I hear in almost every conversation, which shows how aware they already are of the impact of these solutions—translating in a great opportunity for Arquiconsult to increase its value."



### Inês Lopes

"As an information systems consultant, AI is already a reality. It supports the automation of repetitive tasks, improves work quality, data analysis and communication, freeing up time for higher-value activities such as decision-making and innovation.

Despite some uncertainty about the future, there is great enthusiasm around AI's potential and a strong sense of responsibility to promote its conscious adoption through education.

For clients, the impact translates into faster, more personalized solutions aligned with their business needs, greater operational efficiency, and better results — allowing teams to focus on strategy, innovation, and growth."



### Nuno Sousa

"I feel privileged and honored to have the opportunity to explore the Artificial Intelligence tools made available by the company. New developments emerge at a very fast pace, which makes it challenging to stay constantly up to date, but at the same time, these tools offer significant support and save considerable amount of time in day to day work. I hope AI will increasingly take over the most repetitive and time consuming tasks, freeing me to dedicate more time to clients and strategic work. In the near future, I even anticipate the presence of AI personal assistants capable of efficiently managing my daily activities."



### Marlene Silva

"As a functional consultant, my mission is to bridge business needs with cutting edge technology — and AI has become the main catalyst for innovation. With Copilot and the advanced AI capabilities in Dynamics 365 Finance, we are not just improving processes, we are redefining them — from automating reconciliations to accelerating the month end close to gaining immediate insights through natural language. For me, AI does not replace expertise but rather enhances it, allowing professionals to focus on strategic thinking while technology handles repetitive tasks."



### Miguel Rodrigues

"Early in my career, I worked closely with companies whose processes were quite simple and where Artificial Intelligence was almost a taboo topic. Today, it is both gratifying and wonderful to see that tasks that used to take a whole day can now be completed in the time it takes to have a coffee break. In the end, it all comes down to mindset. I like to use the analogy of a carousel to describe attitudes toward AI: you can stand on the sidelines watching, climb on with fear and risk falling, simply jump on and enjoy the ride — after all, at the end of the day, it's just a carousel. With AI, professionals are no longer mere executors of operational tasks but take on the roles of analysts and consultants."



### **LISBON**

Avenida Amália Rodrigues, 17 A  
Urbanização da Ribeirada  
2675-432 Odivelas, Portugal  
(+351) 218 205 610

### **OPORTO**

Av. Comendador Ferreira de Matos, 793  
1º andar, sala C1  
4450-125 Matosinhos, Portugal  
(+351) 226 002 328

### **VILA REAL**

Hub Tecnológico – Arquiconsult NearShore  
Edifício da Incubadora de Empresas da UTAD  
Quinta dos Prados,  
5000-103 Vila Real, Portugal  
(+351) 259 091 275

### **LUANDA**

Rua Marien N° Gouabi, 69, 2º DF  
Edifício Maianga Office Park  
Luanda, Angola  
(+244) 939 954 360

### **RIYADH**

8044 Al Atian, An Nasim Ash Sharqi  
Riyadh 1424, Arábia Saudita  
(+966) 50 763 4302

### **DUBAI**

Maktabi 18th Floor, Sheikh Rashid Tower,  
DWTC, Dubai, UAE P.O Box 333779  
(+971) 564 842 048

### **MIAMI**

Fênix | 15800 Pines Blvd,  
Miami, Florida 33027-1212  
(+1 713) 837 8822

### **MADRID**

Calle Antonio López 249, pl 4, A  
Madrid, Espanha  
(+34) 633 180 142

### **BARCELONA**

Aragón 208 1º 1ª 08011  
Barcelona, Espanha  
(+ 34) 633 907 561

### **BILBAO**

Plaza Sagrado Corazón, 5, 8º D  
48011 Bilbao, Vizcaya, Espanha  
(+34) 633 180 142

### **SALAMANCA**

Calle Segunda,43  
Oficina 128  
37188 Carbajosa, Salamanca, Espanha  
(+34) 633 180 142

### **SEVILLE**

Glorieta Fernando Quiñones, 2  
Edifício CENTRIS 2  
Módulo 5, oficina 2  
41940 Tomares, Sevilha, Espanha  
(+34) 633 180 142

### **RIO DE JANEIRO**

Fênix | Av. Almirante Júlio de Sá Bierrenbach  
200 – Bl. 01 Ed. Indic – Sls. 1014 a 1019  
CEP 22775-028 Jacarepaguá,  
Rio de Janeiro, Brasil  
(+55) 11 97702-9999

### **SÃO PAULO**

Fênix | Rua Funchal, 263 Bloco I Conj. 32  
CEP 04551-060 Vila Olímpia, São Paulo, Brasil  
(+55) 11 3798-9459