



# serviiz.com

**Management consulting**  
***Strategy & Operations***

Certified company  
Since 2009

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

**S**...  
**beyond services**

**CAMEROUN +237 6 98 13 30 16 - FRANCE +33 6 03 08 56 41 - CONTACT@SERVIIZ.COM**



## Our history

Born during the COVID-19 crisis, **serviiz** combines professional **SER**vices & **VIS**ual management, leveraging years of **value creation** for companies and their executive committees (boards) across developed and emerging markets.



**serviiz video presentation**  
<https://www.youtube.com/@serviizmarketing>



## Founder's profile

[www.linkedin.com/in/louis-dave-f7a131333/](https://www.linkedin.com/in/louis-dave-f7a131333/)

\*AI Artificial Intelligence  
**www.serviiz.com**



## Approach and solutions

- **Consulting and Audit firm:** Expert in Operations Management



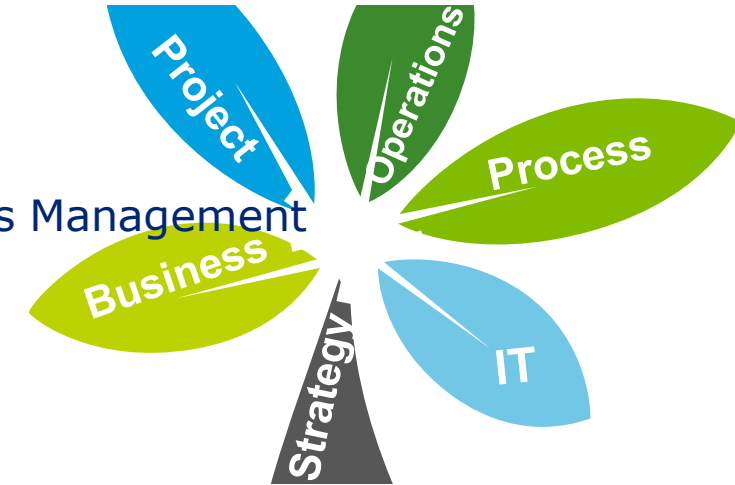
## Professional services driven by...

- **Strategy: Corporate objectives**
  - **Business & Organisation: On-demand expertise, No hiring needed**  
→ Are your teams delivering their full potential ?
  - **Projects & Risks: Planning, Execution and Results**  
→ Are your projects keeping their promises ?
- **Operations: Performance management**
  - **Process ISO & QHSE: ISO Audit and Certification, Market growth**  
→ Do your practices enhance your performance ?
  - **IT Analytics\* & CyberSecurity: Reliable Data, Informed decisions**  
→ Do your data enable reliable decisions ?



## Your Vision, Our Mission !

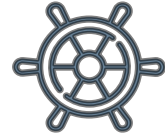
Leverage our expertise in Strategy & Operation to move your project forward faster and transform your business



## Management



## Management and Business: Stakeholder alignment and Value Chain performance

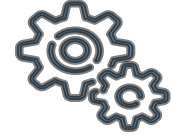


### Strategy ©

*Transforming Ambitions into Results*



### ADDED VALUE



### Operations ©

*Excellence in Standards and Innovations*

## OUR METHOD

1. **Diagnosis** → Report
2. **Scoping** → Charter & Plan
3. **Execution** → Deliverables
4. **Controlling** → Progression
5. **Validation** → Closure

## THEY TRUST US

- **Clients:** CFAO, Kering (GUCCI), BNP Paribas, Tereos, Volkswagen...
- **Sectors:** Retail, Bancassurance, Industry, Logistic, Telecom...

© Renowned certification  
\*AI Artificial Intelligence

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

### Business

**Business Model, Organisation, ROI**

- Opportunity Assessment, Analysis, Lean
  - Planification, Objectives, Methods, RH
- Market intelligence, Innovation, Talent**

### Project

**Scope, Risks, Execution, Deliverables**

- Change management, Planning, Costs
  - Governance, Stakeholders, Schedules
- Agile, Project ownership, PMO**

### Tailor-made solutions to optimize your value chain

1. On-demand expertise, No hiring needed
2. Planning, Execution & Results
3. ISO Audit & Certification, Market growth
4. Reliable data, Informed decisions
5. Actions, Measurable profits & success

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

### Process

**ISO Standards, Audit, Certification**

- Procedures, Products, Services, QHSE
  - Regulatory, Continuous Improvement
- Quality, KPI, Continuous improvement**

### IT

**Data, Analytics, CyberSecurity**

- Business Intelligence, CRM, Storage
  - System integrity, Automation, IoT
- AI, Data Protection, Managed services**



**Contact us today !**

## Management and Business: Stakeholder and Value Chain coordination

 **Concrete solutions (actionable within 1 week – Express Offer with Discount) !**

1. Business & Organisation	Value Added → Are your teams delivering their full potential?
1.1 Strategic Diagnostic	Map your organization and identify key priorities and performance lever
1.2 Business Model	Formalize your economic logic and value proposition.
1.3 Strategic Roadmap	Build a SMART action plan (business unit, services, projects, activities)
1.4 Business Operational support	Supporting company stakeholders in the execution of operational challenges
1.5 Training Awareness	Business model/plan, analysis (canvas, SWOT, PESTEL, marketing mix)
2. Project & PMO	Value Added → Are your projects delivering on their promises?
2.1 Project Audit	Assess current project performance (timelines, costs, efficiency)
2.2 Project Owner Agile methods	Stakeholders coordination, users needs management and deliverables validation
2.3 Project Management Office	Structured project governance: specs, planning, risks, indicators
2.4 Project Management	Full governance cycle (scoping, execution, risk and deliverables tracking)
2.5 Training Awareness	Methods Lean, Agile Scrum and classic, PMP, CAPM, ISO 31000, ISO 21500
3. ISO Process & QHSE Risks	Value Added → Are your practices boosting performance?
3.1. Compliance Audit & Monitoring	Prepare for official audits through a structured compliance review
3.2 QHSE Process Mapping	Identify and formalize critical processes (quality, risk, safety)
3.3 Roadmap & Certification	Structure the compliance & certification journey (prioritized actions)
4.4 Implementation of standards	Deploy ISO-compliant practices for successful certification
4.5 Training Awareness	Principles, culture of quality, internal audit, ISO 9001, ISO 45001
4. IT & Digital	Value Added → Are your tools enablers or blockers?
4.1 Outsourced services	Scoping and delivery (reduced workload, skill acquisition, improvements)
4.2 Information Security (ISM)	Assess digital vulnerabilities and propose concrete security measures
4.3 Business intelligence (AI BI EPM)	Driving informed decisions through intelligent, data-driven dashboards
4.4 Workflow Task Automation	Identify repetitive tasks and tailored automations (workflow/RPA/DevOps)
4.5 Training Awareness	Cybersecurity, ISO 27001, CISSP, ITIL, Business Intelligence (Power BI, Excel)...



**We are at your... serviiz !**

## Case Studies

### 1. Business – Strategic Planning

- Sector: Industry, Consumer Goods
- Bus. Model + Performance Levers

### 2. Project – Opportunity Study

- Sector: Banking (Cust. Service)
- Scoping for Outsourcing

### 3. Process – QHSE and ISO

- Sector: Specialized Distribution
- Coordination of Sales & Ops

### 4. IT – Lean & Agile Methods

- Sector: Procurement & Logistics
- Coaching & Change Management



Management consulting  
Strategy & Operations

## Voice of customer



1. **Galleries Lafayette France**  
<https://www.youtube.com/watch?v=4ry4hSBuDaI>
2. **Generali France**  
<https://video.anaplan.com/watch/grPoZdbVRTXLx3dEPL889Y2>

## Process frameworks








1. **Project phases**  
[https://www.youtube.com/watch?v=39\\_O-AnzTQg](https://www.youtube.com/watch?v=39_O-AnzTQg)
2. **Lean & kaizen principles**  
<https://www.youtube.com/watch?v=wfsRAZUnonI>
3. **Agile for business**  
<https://www.youtube.com/watch?v=7Iq8Q0lhSkM>
4. **Data-Driven Business**  
<https://www.youtube.com/watch?v=kJ2syqUI-Hs>
5. **AI for Operation (retail)**  
<https://www.youtube.com/watch?v=Ev8QwTE90fo>

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

1. About us 2. Expertises 3. Customer success 4. Professional network 5. Contacts

## Recent achievements in EMEA (Europe and Africa)

	<b>1. CFAO Infr. Cameroon</b> <i>Specialized distribution</i>	<b>Sales Operations</b> <i>+8%Tgt (5.4BFCFA, €8.3M, 53% Tot rev), 80% from 14to27 acc., +15% new acc.</i>
	<b>2. TEREOS France</b> <i>Agro-business &amp; FMCG</i>	<b>Business Projects</b> <i>+25% cost reduction (investment €10M, +10 projects, +900 stakeholders).</i>
	<b>3. KERING (GUCCI) Italy</b> <i>Luxury retail</i>	<b>Digital Investment</b> <i>€ 4M multi-year sales investment plan (+500 stakeholders).</i>
	<b>4. BNP PARIBAS France</b> <i>Banking &amp; insurance</i>	<b>Financial Processes</b> <i>50%-time red. in accounting consolidation process of €150M (Fast Close)</i>
	<b>5. VOLKSWAGEN Germany</b> <i>Automotive industry</i>	<b>Agile Lean Methods</b> <i>€2M generated revenue - Boosted business intelligence projects performance</i>



## Your Challenge, Our Success

Plan a meeting on your specifics needs.

Join our satisfied customers and boost your performance with our know-how.

SERVIIZ, CERTIFIED CONSULTING IN STRATEGY & OPERATIONS





## Chamber of commerce

- EUROCHAM, EU-Cameroon
- GECAM, Cameroon

## Institute

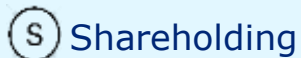
- PMI Project Management Institute
- SCRUM.Org Agile scrum academy
- IIA Institute of internal Auditors

## Organisation

- ENSEMBLE, Cameroon
- CAFCAM, France Cameroon
- DKWE, Cameroon Germany
- GIZ German cooperation
- LINKSIDER, HEC France

## Alumni

- HEC Paris, France (candidate)
- University of Surrey, Guildford UK
- Polytech RWTH-Aachen, Germany
- Lycée Joss, Douala Cameroon



Shareholding

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

## Our clients, memberships and partners

### TERTIARY



### INDUSTRY



### PARTNERS



### CONSULTING



### ORGANISATION



### OTHERS





Management consulting  
Strategy & Operations

## Offices and contacts



**Africa: Douala Cameroon (Headquarter)**  
Address: 799 Ave King Akwa, 8599  
Tel: +237 6 98 13 30 16

**Europe: Paris France (Regional office)**  
Address: 3 rue de Lyon, 75012,  
Tel: +33 6 03 08 56 41

## Follow us



[contact@serviiz.com](mailto:contact@serviiz.com)



[www.linkedin.com/company/serviiz](https://www.linkedin.com/company/serviiz)



[www.youtube.com/@serviizmarketing](https://www.youtube.com/@serviizmarketing)



[www.facebook.com/serviiz](https://www.facebook.com/serviiz)

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

1. About us 2. Expertises 3. Customer success 4. Professional network 5. Contacts

Strategy and  
Operations

Performance  
management

**serviiz.com**  
*beyond services*

# THANK YOU

## About Serviiz

Serviiz refers to a Cameroon private company limited by guarantee, its network of member firms, their related entities and shareholder. Please see [www.serviiz.com](http://www.serviiz.com) to learn more.

Serviiz does provide advisory services to public and private clients spanning multiple industries. With a globally connected network of partner firms in many EMEA countries and territories.

Serviiz brings world-class capabilities and high-quality service to clients, delivering the insights they need to address their most complex business challenges. Serviiz's professionals are committed to becoming the standard of excellence.

© 2024. For information contact Serviiz Cameroon



**Contact us today to discuss your needs.**

SERVIIZ, CERTIFIED CONSULTING IN STRATEGY & OPERATIONS

