



serviiz.com

Management consulting
Strategy & Operations

Since 2009

www.serviiz.com

S...
beyond services

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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/

*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: Immediate expertise, No hiring needed**
 - *Unlock your team's full performance*
- **Projects & Risks: Planning, Execution and Results**
 - *Meet your deadlines, control your costs*
- **Operations: Performance management**
- **Process ISO & QHSE: ISO Audit and Certification, New Markets**
 - *Gain compliance, boost competitiveness*
- **IT Business Intelligence & CyberSecurity: Reliable Data, Informed decisions**
 - *Leader smarter, Decide with confidence*



Your Vision, Our Mission !

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



WHY CHOOSE US?

- ✓ Measurable **Efficiency**
- ✓ Cross-Sector **Adaptability**
- ✓ Track record of **Success**

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...

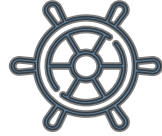
© Renowned certification
*AI Artificial Intelligence

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

STRATEGY + OPERATIONS = RESULTS !

Management and Business: Stakeholder alignment & Value Chain performance



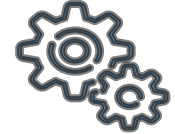
Strategy ©
*Transforming Ambitions
into Results*



**ADDED
VALUE**



Operations ©
*Excellence in Standards
and Innovations*



1. Business
Business Model, Organisation, ROI
• Opportunity Assessment, Analysis, Lean
• Planification, Objectives, Methods, RH
Market intelligence, Innovation, Talents



2. Project
Scope, Risks, Execution, Deliverables
• Planning, Costs, Change management
• 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



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3. Process
ISO Standards, Audit, Certification
• Quality, Products, Procedures, Services
• Regulatory, Continuous Improvement
QHSE, ISO 9001, KPI, Kaizen



4. IT
Business Intelligence, CyberSecurity*
• Data, Analytics, CRM, Storage
• Process Automation, ITIL, IoT
AI, Data protection, Managed services



Contact us today !

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 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 !



Management consulting
Strategy & Operations

Voice of customer



1. **Galleries Lafayette France**
<https://www.youtube.com/watch?v=4ry4hSBuDgI>
2. **Generali France**
<https://video.anaplan.com/watch/grPoZdbVRTXLx3dEPLB89Y?>

Process frameworks



1. **Project phases**
https://www.youtube.com/watch?v=39_O-AnzTQg
2. **Lean & kaizen principles**
<https://www.youtube.com/watch?v=wfsRAZUonI>
3. **Agile for business**
<https://www.youtube.com/watch?v=7lqBQ0lhSkM>
4. **Data-Driven Business**
<https://www.youtube.com/watch?v=kJ2syqUj-Hs>
5. **AI for Operation (retail)**
<https://www.youtube.com/watch?v=Ev80dTE90fo>

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Recent achievements in EMEA (Europe and Africa)



1. CFAO Infr. Cameroon
Specialized distribution

Sales Operations

+8%Tgt (5.4BFCFA, €8.3M, 53% Tot rev), 80% from 14to27 acc., +15% new acc.



2. TEREOS France
Agro-business & FMCG

Business Projects

+25% cost reduction (investment €10M, +10 projects, +900 stakeholders).



3. KERING (GUCCI) Italy
Luxury retail

Digital Investment

€ 4M multi-year sales investment plan (+500 stakeholders).



4. BNP PARIBAS France
Banking & insurance

Financial Processes

50%-time red. in accounting consolidation process of €150M (Fast Close)



5. VOLKSWAGEN Germany
Automotive industry

Agile Lean Methods

€2M generated revenue - Boosted business intelligence projects performance



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 - STRATEGY & OPERATIONS



Business ecosystem (our clients, memberships and partners)

Chamber of commerce

- EUROCHAM, EU-Cameroon
- GECAM, Cameroon

Institute

- PMI Project Management Institute
- SCRUM.Org Agile scrum academy
- IRCA/PECB ISO Certification
- 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

(S) Shareholding

TERTIARY



INDUSTRY



PARTNERS



CONSULTING



ORGANISATION



OTHERS





Management consulting
Strategy & Operations

Offices and contacts



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Performance
management

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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 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.

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Contact us today to discuss your needs.

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