



**Consulting & Audit**  
***Operations Management***

*ISO 9001 - Certified expertise*

*Since 2009*

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

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



## Our history

Renaissance during the COVID-19 crisis, **serviiz** combines professional **SER**vices & **VI**sual 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

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\*AI Artificial Intelligence

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



## Approach and solutions

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



## Professional services

- **Strategy: Corporate objectives**
- **Business & Organisation:** *Dedicated expertise, On-Demand*  
→ Strengthen your team, Without hiring
- **Projects & Risks:** *Leadership, Execution and Results*  
→ Control your costs, Meet your deadlines

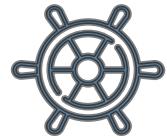


- **Operations: Performance management**
- **ISO & QHSE Processes:** *Training, Audit and Certification*  
→ Gain competitiveness, Market access
- **IT Data & Analytics:** *Reliable Insights, Measurable impacts*  
→ Optimize your performance, With AI\*

**Your Vision, Our Mission !**

## STRATEGY + OPERATIONS = RESULTS !

Management and Business: Value Chain orchestration



### WHY CHOOSE US?

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

### OUR METHOD

1. Assessment & Scoping
2. Planning & Alignment
3. Execution & Steering
4. Delivery & Handover

© Renowned certification  
\*AI Artificial Intelligence

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### Strategy ©

*Transforming  
Ambition into Results*



#### 1. Business & Organisation

*Business Model, Methods, ROI, HR*

- Opportunity Assessment, Performance
- Analysis, Objectives, Planning, Interim

*Market intelligence, Innovation*



#### 2. Project & Risks

*Scope, Execution, Deliverables*

- Planning, Costs, Change management
- Governance, Stakeholders, Schedules

*Project ownership, PMO, Agile*

### ADDED VALUE



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

1. On-demand expertise, Without hiring
2. Planning, Execution & Results
3. ISO Audit, Certification, Market access
4. Reliable insights, Informed decisions



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### Operations ©

*Excellence  
in Standards & Innovation*



#### 3. ISO & QHSE Process

*Training, Audit, Certification*

- Quality, Products, Procedures, Services
- Regulatory, Continuous Improvement

*QHSE, ISO 9001, KPI, Kaizen*



#### 4. IT Data & Analytics

*KPI, Business Intelligence process*

- Process Automation, BI, CRM, ITIL
- ERP, CyberSecurity, Stockage, IoT

*AI Reporting, measurable impacts*



**Contact us today !**

## Management and Business: Value Chain orchestration



### Our solutions

<b>1. Business &amp; Organisation</b>	<b>Value Added → Strengthen your teams, Without hiring !</b>
<b>1.1 Strategic Diagnostic</b>	Map your organization and identify key priorities and performance lever
<b>1.2 Business Model</b>	Formalize your economic logic and value proposition.
<b>1.3 Strategic Roadmap</b>	Build a SMART action plan (business unit, services, projects, activities)
<b>1.4 Operational support</b>	Supporting company stakeholders in the execution of operational challenges
<b>1.5 Training Awareness</b>	Business model/plan, analysis (canvas, SWOT, PESTEL, marketing mix)
<b>2. Project &amp; Risks</b>	<b>Value Added → Control your cost, meet your deadlines !</b>
<b>2.1 Project Audit</b>	Assess current project performance (timelines, costs, efficiency)
<b>2.2 Project Owner Agile methods</b>	Stakeholders coordination, users needs management and deliverables validation
<b>2.3 Project Leadership (PMO)</b>	Structured project governance: specs, planning, risks, indicators
<b>2.4 Project Execution</b>	Full governance cycle (scoping, execution, risk and deliverables tracking)
<b>2.5 Training Awareness</b>	Methods Lean, Agile Scrum and classic, PMP, CAPM, ISO 31000, ISO 21500
<b>3. ISO &amp; QHSE Process</b>	<b>Value Added → Gain competitiveness, Market access !</b>
<b>3.1. Compliance Audit &amp; Monitoring</b>	Prepare for official audits through a structured compliance review
<b>3.2 QHSE Process Mapping</b>	Identify and formalize critical processes (quality, risk, safety)
<b>3.3 Roadmap &amp; Certification</b>	Structure the compliance & certification journey (prioritized actions)
<b>4.4 Implementation of standards</b>	Deploy ISO-compliant practices for successful certification
<b>4.5 Training Awareness</b>	Principles, practices, internal audit, ISO 9001, 45001, 14001, 2001
<b>4. IT Data &amp; Analytics</b>	<b>Value Added → Optimise your performance, With AI!</b>
<b>4.1 Business intelligence (AI BI)</b>	Driving informed decisions through intelligent, data-driven dashboards
<b>4.2 Workflow Task Automation</b>	Identify repetitive tasks and tailored automations (workflow/RPA/DevOps)
<b>4.3 Information Security (ISM)</b>	Assessment, vulnerability testing, Ad-hoc proposals and implementation
<b>4.4 Workflow Task Automation</b>	Identify repetitive tasks and tailored automations (workflow/RPA/DevOps)
<b>4.5 Training Awareness</b>	Business Intelligence (Power BI, Tableau), Cybersecurity, ISO 27001, CISSP, ITIL..



We are at your... serviiz !



## Voice of customer

1. Galeries 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-AnzTQq](https://www.youtube.com/watch?v=39_O-AnzTQq)
2. Lean & kaizen principles  
<https://www.youtube.com/watch?v=wfsRAZUnonI>
3. Agile for business  
<https://www.youtube.com/watch?v=7IqBQ0lhSkM>
4. Data-Driven Business  
<https://www.youtube.com/watch?v=kJ2syqUj-Hs>
5. AI for Operation (retail)  
<https://www.youtube.com/watch?v=Ev80dTE90fo>

# Recent achievements in EMEA (Europe and Africa)



## 1. CFAO Infr. Cameroon

Specialized distribution

### Sales Operations

+8% tgt, 5.4 BFCFA (€8.3M), 53% of tot. turnover, 80% across portfolio from 14 to 27 clients



## 2. TEREOS France

Agro-business & FMCG

### Business Transformation

25% cost reduction (€9M invested), 10+ major projects delivered, 700+ users supported.



## 3. KERING (GUCCI) Italy

Luxury retail

### Digital Investment

Managed a €4M investment program for sales performance (+500 stakeholders).



## 4. BNP PARIBAS France

Banking & insurance

### Financial Processes

-40% accounting close time (Fast Close), continuous improvement (process optimization)



## 5. VOLKSWAGEN Germany

Automotive industry

### Agile Lean Methods

Optimized proc. & logistics processes, project performance gains (€1M+ rev. generated)



# Your Challenge, Our Success

Plan a meeting on your specifics needs.

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

## Business ecosystem (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

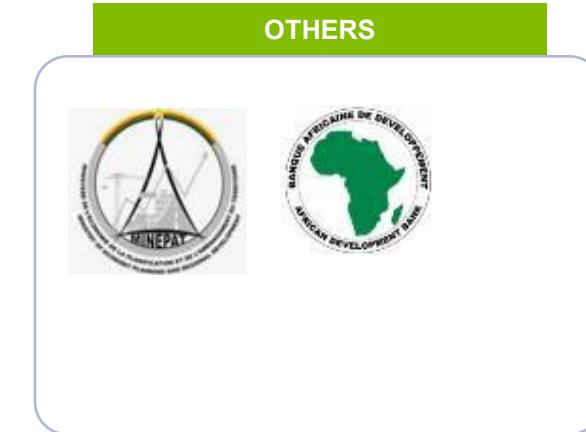
- ENSEMBLE, Cameroon
- CAFCAM, France Cameroon
- DKWE, Cameroon Germany
- GIZ German cooperation

### Alumni

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

 Shareholding

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



## Offices and contacts



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## Follow us

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Strategy and  
Operations

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](https://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.**

SERVIIZ, CERTIFIED CONSULTING IN STRATEGY & OPERATIONS

