



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

*ISO 9001 Certified*

*Since 2009*



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



## Our history

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



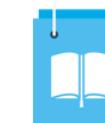
## Approach and solutions

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



## Professional services

- **Strategy: Corporate objectives**
- **Business & Organisation:** *Dedicated expertise, On-Demand*  
→ Enhanced capabilities, no headcount
- **Projects & Risks:** *Leadership, Execution and Results*  
→ Control of costs, timelines and quality
- **Operations: Performance management**
- **ISO & QHSE Processes:** *Training, Audit and Certifications*  
→ Audit, compliance, credibility
- **Data & Analytics:** *Reliable Insights, Measurable impacts*  
→ Informed decisions, tangible impacts (AI\*)



## Your Vision, Our Mission !

## Management and Business: Value Chain orchestration



### Strategy ©

*Transforming  
Ambition into Results*



#### Business & Organisation

*Business Model, Methods, ROI, HR*

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

**Market intelligence, Innovation**



#### 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. Enhanced capabilities, no headcount
2. Control of costs, timelines and quality
3. Audit, compliance and credibility
4. Informed decisions, tangible impacts

HEC Paris • **PMI** • **PECB** • **AI**

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### Operations ©

*Excellence  
in Standards & Innovation*



#### ISO & QHSE Process

*Training, Audit, Certification*

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

**QHSE, ISO 9001, KPI, Kaizen**



#### Data & Analytics

*KPI, CRM, Business Intelligence process*

- Process Automation, BI\*, ITIL
- ERP, CyberSecurity, Stockage, IoT

**AI Reporting, measurable impacts**



**Contact us today !**

© Renowned certification  
\*AI Artificial Intelligence

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SERVIIZ - CERTIFIED CONSULTING - STRATEGY & OPERATIONS





## Our solutions



### Recent activities

#### 1. Business – Strategic plans

- Sector: Industry, FMCG
- Use cases and analysis

#### 2. Project – PMO & Coordination

- Sector: Banking
- Project portfolio management

#### 3. Process – Quality ISO 9001

- Sector: Specialized Distribution
- Implementation of QMS

#### 4. IT – Lean & Agile Methods

- Sector: Procurement/Logistics
- Change Management - BI



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/qrPoZdbVRTXLx3dEPLB89Y?>

## 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



## 2. TEREOS France

Agro-business & FMCG



## 3. KERING (GUCCI) Italy

Luxury retail



## 4. BNP PARIBAS France

Banking & insurance



## 5. VOLKSWAGEN Germany

Automotive industry

### Sales Operations

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

### Business Transformation

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

### Digital Investment

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

### Financial Processes

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

### 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

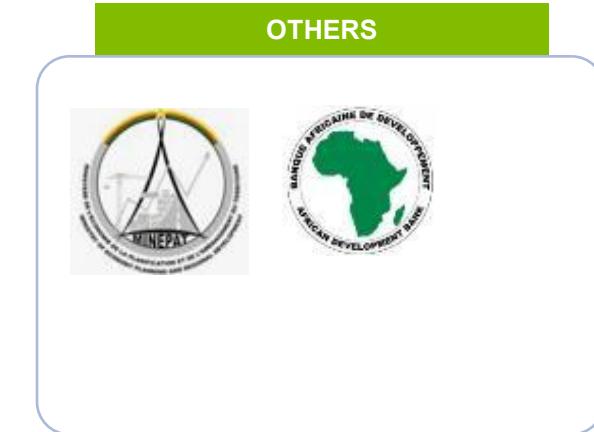
### Organisation

- 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, 5

(S) Shareholding



## Offices and contacts



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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](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.

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

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