



serviiz.com

Consulting & Audit
Operations Management

ISO 9001 Certified
Since 2009



www.serviiz.com

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/

*AI Artificial Intelligence
www.serviiz.com



Approach and solutions

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

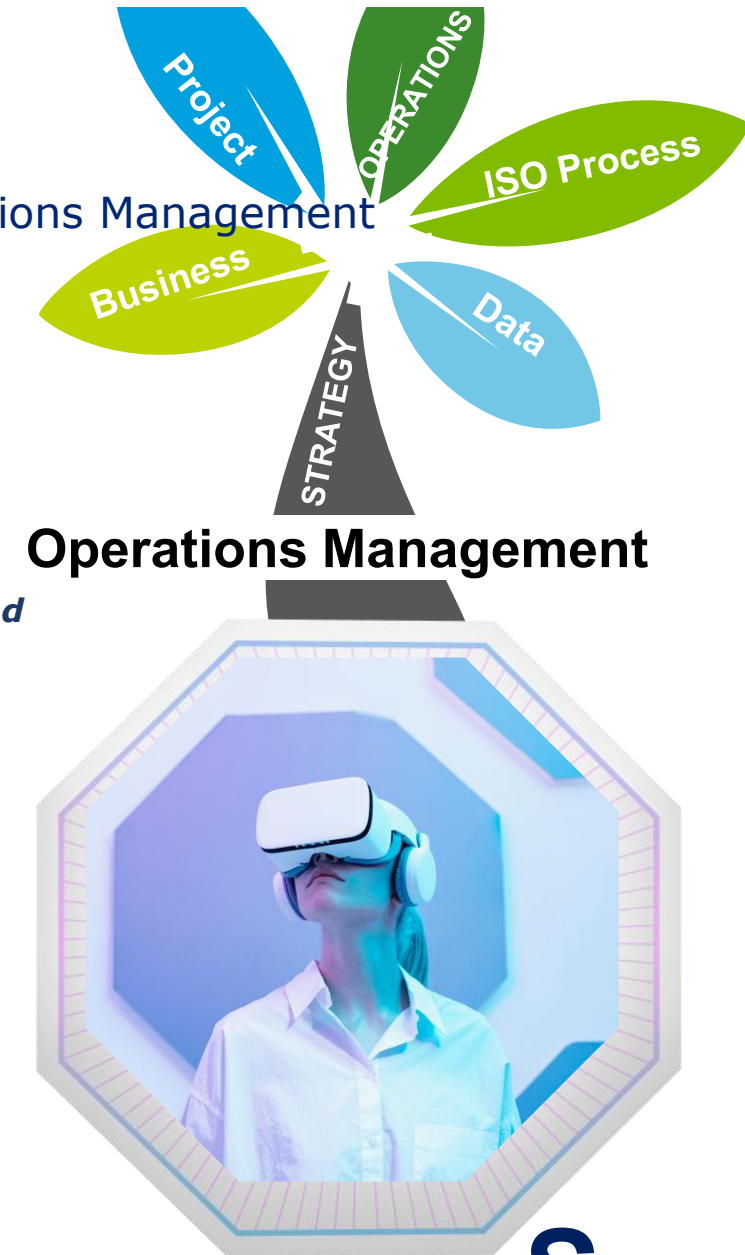


Professional services

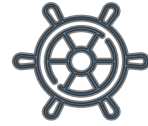
- **Strategy: Corporate objectives**
 - **Business & Organisation:** *Dedicated expertise, On-Demand*
→ Enhanced capabilities, no headcount
 - **Projects & Risks:** *Leadership, Execution and Results*
→ Control of costs, timelines and quality
- **Operations: Performance management**
 - **ISO & QHSE Processes:** *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*



**ADDED
VALUE**



Operations ©
*Excellence
in Standards & Innovation*

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

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**

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 • **P2I** • **PECB** • **AI**

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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**

© Renowned certification
*AI Artificial Intelligence

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Contact us today !



Our solutions

1. Business & Organisation	<i>Strengthen your capabilities, without hiring !</i>
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 Operational support	Supporting company stakeholders in the execution of operational challenges
1.5 Training / Awareness	Business model/plan, analysis, finance (canvas/SWOT/PESTEL, marketing mix)

2. Project & Risks	<i>Control your cost, meet your deadlines !</i>
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 Leadership (PMO)	Structured project governance: specs, planning, risks, indicators
2.4 Project Execution	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 & QHSE Process	<i>Audit, compliance, credibility !</i>
3.1 QHSE Process Mapping	Identify and formalize critical processes (quality, risk, safety)
3.2 Standards implementation	Deploy ISO-compliant practices for successful certification
3.3 Internal audit	Prepare for official audits through a structured compliance review
3.4 External audit/certification	Structure the compliance & certification journey (prioritized actions)
4.5 Training / Awareness	Principles, practices, internal audit, ISO 9001, 45001, 14001, 2001

4. Data & Analytics	<i>Lead better, decide with confidence with !</i>
4.1 Business intelligence (AI BI)	Driving informed decisions through intelligent, data-driven dashboards
4.2 Workflow / Task Automation	Identify repetitive tasks and tailored automations (workflow/RPA/DevOps)
4.3 Information Security (ISM)	Assessment, vulnerability testing, Ad-hoc proposals and implementation
4.4 Workflow / Task Automation	Identify repetitive tasks and tailored automations (workflow/RPA/DevOps)
4.5 Training / Awareness	Business Intelligence (Power BI, Tableau), Cybersecurity, ISO 27001, CISSP, ITIL..



We are at your... serviiz !

Recents 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



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=7lgBQ0lhSkM>
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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1. About us 2. Expertises 3. Customer success 4. Professional network 5. Contacts

Recent achievements in EMEA (Europe and Africa)



1. CFAO Infr. Cameroon
Specialized distribution

Sales Operations

+8% tgt, 5.4 BFCFA (€8.3M), 53% 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 specific needs.

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

SERVIIZ - CERTIFIED CONSULTING - STRATEGY & OPERATIONS



Business ecosystem (clients, memberships and partners)

Chamber of commerce

- EUROCHAM, EU-Cameroon
- GECAM, Cameroon

Institute

- PMI Project Managemt. 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

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TERTIARY



INDUSTRY



PARTNERS



CONSULTING



ORGANISATION



OTHERS





Management consulting
Strategy & Operations

Offices and contacts



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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 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 **S**