



**serviiz**.com

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

*ISO 9001 Certified*  
*Since 2009*



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

**S...**

***beyond services***



**Consulting & Audit  
Operations Management**

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

**Practice areas:** From strategy to sustainable performance

Executive Management • Operations • Transformation • Support fonctions



### 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](#)



[Founder's profile](#)



- 1 **Strengthened operational capabilities**
- 2 **Controlled costs, timelines & quality**
- 3 **Enhanced compliance & credibility**
- 4 **Informed strategic decision-making**

### CERTIFICATIONS

HEC Paris • PMI • PECB • AI

\*AI Artificial Intelligence

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



## Your Vision, Our Mission !

SERVIIZ - CERTIFIED CONSULTING - STRATEGY & OPERATIONS **S**

**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*



**Business & Organisation**

*Management, Business & Analysis Model*

- Opportunity Assessment, Performance
- Planification, Objectives, ROI, HR

**Market intelligence, Innovation**



**Project & Risks**

*Scope, Plans, Costs, Timelines, Quality*

- Execution, Leadership, Stakeholders
- Deliverables, Change management

**Project ownership, PMO, Agile**



**ADDED  
 VALUE** ©

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

1. Strengthened operational capabilities
2. Controlled costs, timelines & quality
3. Enhanced compliance & credibility
4. *Informed strategic decision-making*

HEC Paris • PFI • PECB • AI

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**Operations**

*Excellence  
 in Standards & Innovation*



**ISO & QHSE Process**

*Implementation, Audit of Certification*

- Products/Services Quality, Procedures
- Training, Continuous Improvement

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



**Data & Analytics**

*Automation of decision-making processes*

- Decision support, BI, Dashboard
- Indicators, Storage, IoT, ERP, ITIL

**AI Reporting, measurable impacts**



**Contact us today !**

## 🔍 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

## 🎯 Our solutions...

1. Business & Organisation	<i>Strengthened operational capabilities</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>Controlled costs, timelines &amp; quality</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>Enhanced compliance &amp; 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>Informed strategic decision-making</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 !

## 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](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>

## Recent achievements in EMEA (Europe and Africa)

	<b>1. CFAO Infr. Cameroon</b> Specialized distribution	<b>Sales Operations</b> +8% sales tgt., €8.3M / 5.4BFCFA. Expanded strategic portfolio 14 to 27 accounts (80% rev.)
	<b>2. TEREOS France</b> Agro-business & FMCG	<b>Business Transformation</b> 25% cost reduction (€9M invested), 10+ major projects delivered, 700+ users supported.
	<b>3. KERING (GUCCI) Italy</b> Luxury retail	<b>Digital Investment</b> Managed a €4M investment program for sales performance (+500 stakeholders).
	<b>4. BNP PARIBAS France</b> Banking & insurance	<b>Financial Processes</b> -40% accounting close time (Fast Close), continuous improvement (process optimization)
	<b>5. VOLKSWAGEN Germany</b> Automotive industry	<b>Agile Lean Methods</b> 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.



## Business ecosystem (references and affiliations)

### 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
- CAF CAM, 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



# serviiz

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Operations Management

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

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Strategy and  
Operations

Performance  
management

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## Transform your operations. Let's talk about what matters.

### 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.**

SERVIIZ, CERTIFIED CONSULTING IN STRATEGY & OPERATIONS 