



serviiz.com

Consulting & Audit
Operations Management

ISO 9001 Certified (PECB)
Since 2009



www.serviiz.com

S...

beyond services



Consulting & Audit
Operations Management



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](#)

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

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

SERViiz – Strategy and Operations Consulting and Audit

Europe and Africa

Certified expertise in **performance and organizational transformation**

Practice areas: From strategy to sustainable performance

Executive Management • Operations • Transformation • Support functions



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

CERTIFICATIONS

HEC Paris • **P**MI • **PECB** • **AI**



Your Vision, Our Mission !

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

Management and Business: Value Chain orchestration



WHY CHOOSE US?

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

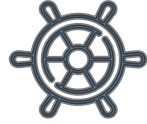


OUR METHOD

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

© Renowned certification
*AI Artificial Intelligence

www.serviiz.com



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** ©

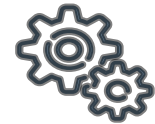
**Tailor-made solutions
to optimize your
value chain**

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

HEC Paris • PIA • PECB • AI



www.serviiz.com



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 & AI

Automation of decision-making processes

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

AI Reporting, measurable impacts



Contact us today !

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 & 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 & 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 & AI	<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 !

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



Consulting & Audit
Operations Management

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>

www.serviiz.com

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% sales tgt., €8.3M / 5.4BFCFA. Expanded strategic portfolio 14 to 27 accounts (80% rev.)
	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	Procurement and supply chain Change management (Agile Lean methods implemented), improved proc. & Logistic processes



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



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

Business ecosystem (references and affiliations)

TERTIARY



INDUSTRY



PARTNERS



CONSULTING



ORGANISATION



OTHERS





Consulting & Audit
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



contact@serviiz.com



www.linkedin.com/company/serviiz



www.youtube.com/@serviizmarketing



www.facebook.com/serviiz

www.serviiz.com

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

Strategy and
Operations

Performance
management

serviiz.com
beyond services

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 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**