



# ideas that connect us

**It's a fast-changing  
business World.  
There are no boundaries for  
the various ways in which  
we can support you.**

*The speed of business transformation in a globalized world requires quick responses that bring lasting value, allowing organizations to remain competitive.*

*Our commitment is to build with our customers the solutions that best meet their needs for future utility.*

# Consulting Services Portfolio

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Servinfor works closely with its customers to understand and address the critical issues they face.

By asking the toughest questions, gathering and analyzing the most relevant information, and providing practical support and tools, we help our customers develop innovative and workable solutions that create lasting value.

We offer our customers clarity, strategic insight, direction and confidence while developing practical solutions to their most pressing challenges and opportunities.



**STRATEGY**



**OPERATIONS**



**RISK &  
COMPLIANCE**



**MARKETING  
& SALES**



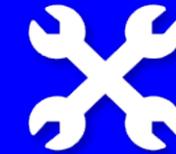
**ORGANIZATION  
& PEOPLE**



***IT ADVISORY***

# OPERATIONS

- ISO 9001 implementation support
- Business process design
- Process improvement
- Project management for 3 universities
- Support for the application process for EU funding



- BUSINESS PROCESS MANAGEMENT IMPLEMENTATION
- BUSINESS PROCESS REENGINEERING
- QUALITY PROCESS IMPLEMENTATION (ISO 9001 & CAF)
- COST STRUCTURE TRANSFORMATION
- SHARED SERVICES DEFINITION
- PROJECT MANAGEMENT OFFICER (PMO)
- APPLICATION PROCESS FOR EU FUNDING



# STRATEGY

- Economic studies for African Countries
- Definition of a national regulatory economic observatory
- Business planning and financial evaluation of companies
- Market studies for governmental entities (Poultry study for the Kingdom of the Netherlands Embassy; Textile Study for Austria Embassy)
- Market entry strategy for power generation OEM



- STRATEGIC PLANNING
- MARKET ENTRY STUDIES
- ECONOMIC STUDIES
- REORGANIZATIONS
- GOVERNANCE MODELS
- BUSINESS ASSESSMENTS
- INNOVATION MANAGEMENT
- DIGITAL TRANSFORMATION



# RISK & *COMPLIANCE*

- GDPR Assessment and implementation support
- Definition and implementation of the Operational Risk Management Model
- Definition and implementation of a Process Governance Model



- GENERAL DATA PROTECTION REGULATION (GDPR)
- INTERNAL CONTROL MODEL IMPLEMENTATION
- OPERATIONAL RISK MODEL IMPLEMENTATION
- ANTI-MONEY LAUNDERING (AML) MODEL RISK MANAGEMENT AND VALIDATION
- CODE OF CONDUCT AND CONFLICT OF INTEREST POLICY DEFINITION
- BUSINESS CONTINUITY PLANNING (ISO 22301)



# MARKETING & SALES

- Sales force network reorganization
- Implementation of a sales effectiveness model

TEAM EXPERIENCE



- SALES EFFECTIVENESS MODEL
- SALES FORCE REORGANIZATION
- GAMIFICATION
- MARKETING PLAN

# ORGANIZATION & PEOPLE

- Improvement of Human Capital function by designing new processes and definition of requirements to implement a transformation plan
- Prepare and conduct a tender process to select an IT supplier to support Human Capital processes
- Development and implementation of a change management plan, including a communication plan to align stakeholders

TEAM EXPERIENCE



- CHANGE MANAGEMENT
- COMPETENCY MODEL DEFINITION
- PERFORMANCE EVALUATION
- COMPENSATION & BENEFITS DEFINITION
- TALENT MANAGEMENT
- COMPETENCIES ASSESSMENT
- TRAINING PLAN

# ***IT ADVISORY***

- Definition of a information systems strategic plan
- ISO 27001 and Data Privacy compliance audit
- Implementation of ISO27001 and Data Privacy compliance solutions
- Process optimization and automation
- Alignment of IT projects with business objectives
- Implementation of process designer tool
- Implementation of a governance, risk & compliance (GRC) system
- Implementation of Human Capital Management solution



- INFORMATION SYSTEMS STRATEGIC PLAN
- INFORMATION SECURITY MANAGEMENT SYSTEM (ISO 27001)
- DATA PRIVACY COMPLIANCE SYSTEMS
- IT PORTFOLIO MANAGEMENT
- ROBOTIC PROCESS AUTOMATION
- HUMAN CAPITAL MANAGEMENT SYSTEM
- PROJECT PORTFOLIO MANAGEMENT

# CERTIFICATIONS

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**GIM**Institute  
Global Innovation Management Institute



# AREA

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PROJECT MANAGEMENT

SOLUTIONS  
IMPLEMENTATION AND  
SETUP

INNOVATION  
MANAGEMENT

ROBOTIC PROCESS  
AUTOMATITION

ISO 27001 LEAD  
IMPLEMENTER

# Our Certifications

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TrustArc is the manufacturer of the “**Data Privacy Management Platform**”, which was recognized on August 16, 2018 by two international organizations as the **leading Compliance and Privacy Risk Management solution**.

It won the Gold Stevie® Award for Best New Product or Service of the Year - Software in the Governance, Risk & Compliance Solutions category at the 15th Annual International Business Awards.

In addition, TrustArc’s privacy platform was also a finalist in the SaaS 2018 award in the Best SaaS Quality Innovation Security



**Filedoc Software** is dedicated to the development and commercialization of solutions in the area of **document and process management, BPM, process automation and automatic document capture, recognition and indexing**.

Filedoc software is distributed through a network of authorized partners, including PahlConsulting.

More than **150 companies**, in a universe of more than **30 thousand users**, use Filedoc solution daily to optimize their business processes, in a winning bet on information capture and management.



**IXL Center** is an international innovation and training consultancy company with a **unique education and consulting background in the world**.

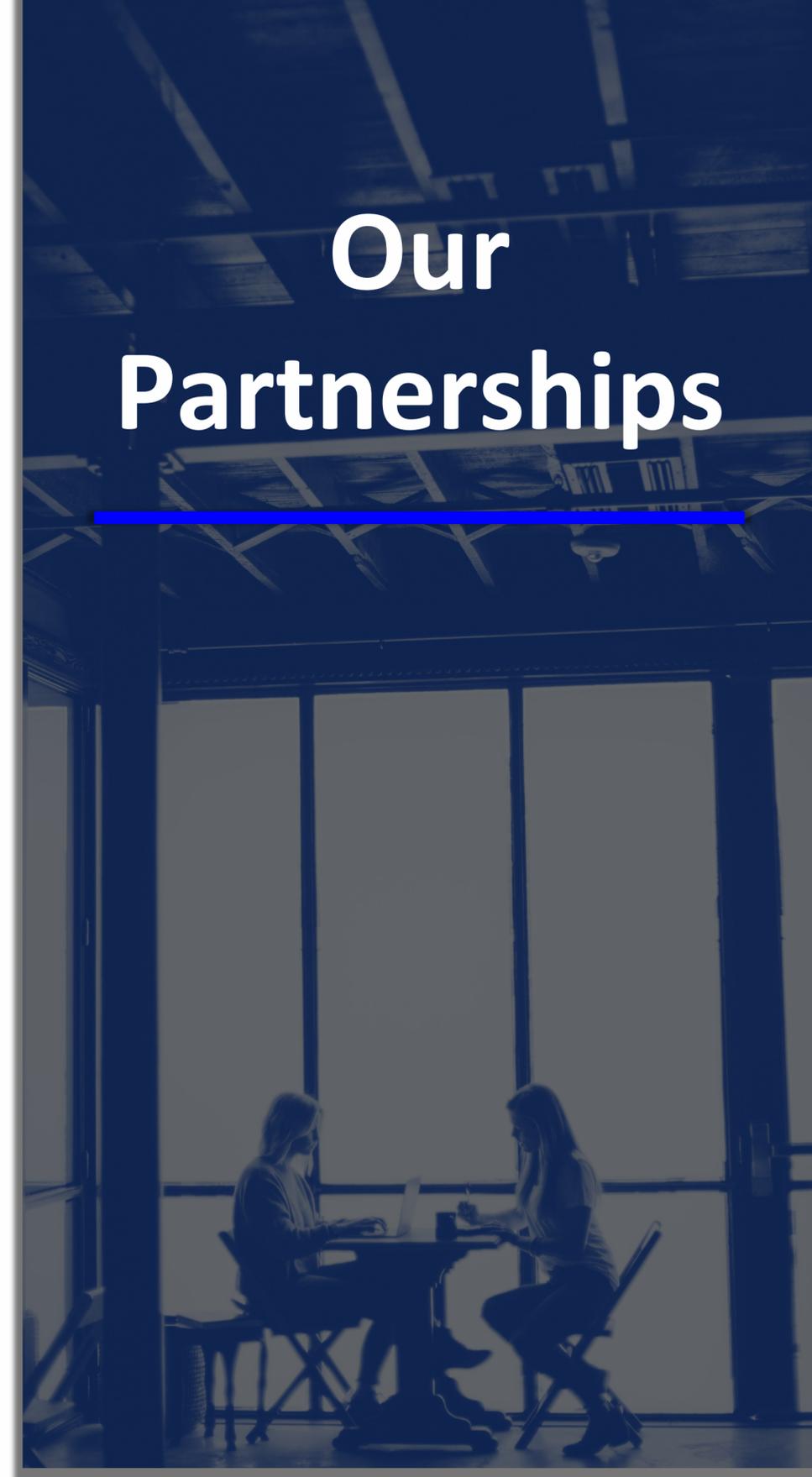
IXL Center specializes in innovation, leadership and excellence, developing methodologies and tools unique to the market and is present in several countries worldwide.

IXL Center is a **leading developer of innovation**, proven by the launch of books on the theme and a **methodology and tool unique** in the world.



Audisec is a **company more than 15 years of experience in Consulting and Auditing and** implementing solutions in matters of Risk, Security, Continuity, Legal Compliance, Auditing, among others. They **have been developing GlobalSUITE for more than 10 years®** our comprehensive software for compliance with management systems.

**The Software for management systems** that assist our implementations, management, maintenance and deployment of international standards, laws and criteria such as **ISO 22301, ISO 27001, ISO 31000, ISO 20000, compliance, critical infrastructure protection, protection of data**, corporate governance.





**Interfacing Technologies BPM Corporation** is a Canadian company, leading provider of a BPM-based tool, the **Enterprise Process Center (EPC)**, that enables business users to model, map and manage their business processes and knowledge.

With over two decades of business process experience, Interfacing **remains the industry leader with implementations in over 300 companies** worldwide and in sectors such as aerospace, energy, finance and health.

**EPC is an award-winning software product** designed to meet any company's BPM needs, regardless of size or needs (GRC, 27001 Compliance, GDPR, etc.).



**UiPath is a global software company that develops a platform for robotic process automation.**

The **UiPath Enterprise RPA Platform delivers rapid automation of manual, rules-based, repetitive processes.** It's been used to automate millions of tasks for business and government organizations all over the world — improving productivity, customer experience, and employee job satisfaction.

UiPath is the **fastest-growing enterprise software company in history.** The employee base **grew to over 3,100 people today**, across **53 offices in 20 countries.** This year, **UiPath was named a leader in the 2019 Gartner Magic Quadrant** for Robotic Process Automation Software.



**Talentia Core HR** is the industry's most advanced HR process management tool that **combines organizational agility and unified data management**, implements a global and collaborative HR ecosystem, promoting employee and manager autonomy and involvement. It responds to topics such as **recruitment, training, talent management, performance appraisal, management by objectives**, among other topics.

With more than 3,600 customers in 30 countries, **Talentia Software is a leading provider of financial and HR software.** Talentia Software directly markets, implements and supports its solutions in France, the United Kingdom, Spain, Portugal, Greece and Italy. The company also provides its solutions through a wide network of partner channels throughout Europe and South America.



# Our Partnerships



# About Grupo PahlData

Founded in 1987, PAHLDATA is a company that specializes in providing telecommunication solutions for operators and businesses, designing and implementing Information and Communications Technology solutions. Our strategy and business model is based on consulting, planning, design, professional services and solution support, namely:

- Management Consulting;
- IT Advisory;
- Network;
- Collaboration;
- Datacenter and Virtualization;
- Safety;
- Infrastructure

PAHLDATA's main activities are jointly developed with its clients, making PAHLDATA directly involved in the design and implementation of important national and international projects.

Over 20 years PAHLDATA has earned the trust and preference of its customers, supported by a number of leading international manufacturers who cooperate in developing solutions, often tailored to the specific needs of each customer.

We offer our customers clarity, strategic insight, direction and confidence while developing practical solutions to their most pressing challenges and opportunities.

# CONTACTS

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