

Apoio no serviço de Suporte Microsoft Dynamics NAV

Microsoft Dynamics NAV

ARQUICONSLT



Client: Randstad

Country: Portugal

Customer Profile: *'We are a partner of excellence for clients and candidates', that is how Randstad stands for in its institutional web page, demonstrating high demand pattern in the implementation of its service in an increasingly competitive market and at the same time, emphasizing how important all the parts business, the Customer, the Candidate and its Internal Human Capital.*

This market leader in the sector of temporary work and outsourcing projects, provides human resource services, from recruitment and selection of middle and senior management, training, development and consulting.

When asked about the choice fell on Arquiconsult, the answer was simple and objective.

According to the CIO, Gonalo Vilhena, he defined the partnership established as: ➤

"Quality, References Proven, Consulting, Transparency and Monitoring."

These words define the choice and what is expected in terms of the future with this partnership.

In the words of Gonalo Vilhena:

"Here lies the value of this relationship and what I expect from a partner: proactivity in response, and finding solutions, the understanding about our business and making suggestions for improvements whenever is necessary, in short, that adds value to us (...), so far we are on track."



Na foto: Gonalo Vilhena, CIO da Randstad

Working already with the NAV existed at some point need to choose a local partner, with greater proximity and knowledge of the market and the current legislation, which has been something oscillating and carries implications for business transfer or outsourcing of human resources.

On the other hand, is truly necessary consulting service in its fullness, that is, align the technical knowledge to the search for new solutions for daily issues that business places, creativity to reinvent processes and monitoring users, so they can make the most of the Platform.

In the beautiful words of Peter Becker **"The consultancy at its best is (...) the desire to be genuinely helpful to others, using what we know (...) to lessen the burden of others."**

It is in this sense that Arquiconsult evolves, creating customized solutions for our clients!

ARQUICONSLT
Your success. Our solutions.

Support Services Microsoft Dynamics

Arquiconsult - **leader of the National Market in Microsoft Dynamics solutions**, with the largest number of Dynamics clients and the **most certified team** working in this ERP in Portugal.

The Maintenance service provided by Arquiconsult to its customers has obtained the **highest score in all developed assessments**. Believing in the high quality of service, **a business unit for this service was created**.

Arquiconsult has a first line structure of support, qualified and certified in Microsoft Dynamics, the main features:



Identification of a Project Manager associated with the customer over 10 years of experience in Microsoft Dynamics;



Helpdesk service with telephone line, running from Monday to Friday from 09h00-13h00 and 14h00-18h00. Hours are extended to emergency situations or specific SLA;



SLA guaranteed service level for early resolution of the problem;



Free use of the annual credit contract hours for corrective and evolutionary maintenance;



Occurrences placement supported in incident management Web tool (ticketing), allowing you to know at any time the status of the resolution of the problem and the history of assists;



Leveling the resolution process:

- **1st** intervention line by mail or phone;
- **2nd** remote intervention line;
- **3rd** on-site intervention line (customer premises).

In order to reduce the response times, Arquiconsult advises the existence of a remote access to the client system, which can be opened at any time on request or can be opened by our consultants when necessary.



About Arquiconsult

Arquiconsult is an information systems consulting firm, based on Microsoft Dynamics technologies with offices in Lisbon, Porto and Luanda.

Composed with the largest and most experienced team of consultants and has already implemented some of the most complex Microsoft Dynamics Business Solutions and is often referred to international customers for their implementations.

Arquiconsult is constantly innovating its offer and has available several vertical solutions for the various sectors of activity that adds value to Microsoft Dynamics.

Currently, we have customers in various sectors of Commerce, Industry and Services:

- A Loja do Gato Preto
- Casa da Música
- Hubel
- Go Natural
- Grupo E.T.E.
- PARQUEXPO
- Cork Supply
- Einhell



Lisboa

Rua Fernando Namora, N.º 24 B I
2675-485 Odivelas
Tel: + 351 21 820 56 10

Porto

Av. Comendador Ferreira de Matos,
793 - 1º
4450-125 Matosinhos
Tel: + 351 22 600 23 28

Luanda

Rua Comandante Kwenha, 11-13
Tel: +244 939 954 360

comercial@arquiconsult.com



WWW.ARQUICONULT.COM
WWW.ARQUICONULT.CO.AO