

Support in Microsoft Dynamics NAV Service

Microsoft Dynamics NAV



Client

SIBS CARTÕES

Country

Portugal

Customer Profile

With a decade of existence, marked in 2014, SIBS CARTÕES - Card Solutions, belonging to the SIBS Group is the company that offers the specialized service of customization of cards and complementary activities in a value chain that goes from design to implementation.

It is recognized as a reference for innovation and responsiveness to customer and partner initiatives. It stood out as the first national companies to customize combo-cards not standardized with contactless technologies and cards digitally signed using digital certificates. Your current customer base is made up of public and private companies in the financial sector, transport, retail outlets and state and more than 80% of the domestic banking sector.

Learn the reasons that drove SIBS CARTÕES choose Arquiconsult as partner for Microsoft Dynamics NAV Support service through Engineer Jorge Correia testimony, General Director of SIBS CARTÕES. ➔

Partner with ability to understand customer needs:

"Arquiconsult showed that would be in condition to understand the needs and the financial perspective of SIBS and put together all the functionalities that the solution offers and allows us to explore."



Technical Know-how to proceed effectively NAV integration with other platforms: "We had the issue of integration with other platforms that was not well resolved and that required some attention. We expect that this new team will be successful in the management of information systems, treasury system, banking system and other systems used by SIBS CARTÕES."



Work developed by a team capable of bringing added value in customer Company bringing knowledge collected by market experience: "We expect Arquiconsult contribute to the knowledge that has the market to improve some of the processes we have."



Ability to work in large projects: "What Arquiconsult transmitted to us is that they had experience and ability to work with companies with large volumes."



Transparency and accuracy: "It was a company with a more formal approach and eventually it convinced us by its sincerity. (...) We really think Arquiconsult was a sincere level and was exactly offering the ability they have."



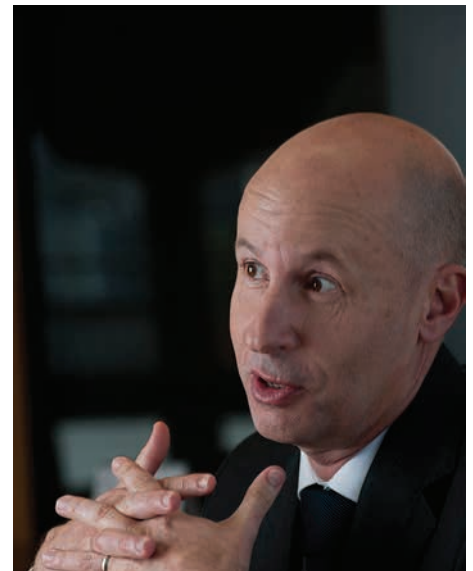
Monitoring and effective assistance: "We want a partner with the ability to recognize and make the adjustments necessary to find over time."



Easy interconnection within the client company: "Arquiconsult had not any difficulty of integration and managed to understand our implementations. And quickly suggested another way to make a process. From the point of view of maintenance, this is what is intended. Someone who knows the track and knows us. I think there we are line up."



Proven references: "The references also showed us pleased and we spoke to the references given and we liked what we heard people (...) were in agreement with the idea that I had."



Na foto: Eng.º Jorge Correia, Director-Geral da SIBS CARTÕES

Arquiconsult, counts with the largest number of customers and the best and certified staff working with Microsoft Dynamics NAV, broadens its maintenance services in Microsoft Dynamics to the entire installed base and creates a business unit dedicated to this service. We are in the market for over a decade innovating to create better solutions and create added-value partnerships.

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



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