



# Servinfor, S.A.

## Management Consulting Services

[www.excelenciafinanciera.com](http://www.excelenciafinanciera.com)



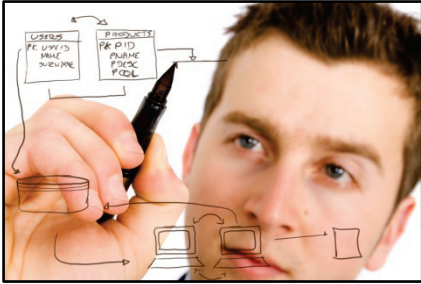
# Improve the performance of your management and support processes

Human Resources – Finance – Procurement – Customer Touchpoints Management  
Continuos Improvement Programme – Performance Indicators – Costs and  
Workload Reductions – Administrative Area Analysis



## Support in human resources management processes

Attract, develop and retain your organization's human capital and build value by realizing your strategic vision of human resources. We can support you in the implementation of your human resources processes through complete kits customized to your organization or with specific instruments needed to complement what you already have internally (organization and job description manuals, policies and procedures for local and international personnel, performance appraisal systems and other).



## Business support processes improvement and costs management

Achieve superior performance in your business support processes (transactional, financial, human resources, procurement, operations, etc.) and achieve better cost management. We have supported many organizations in most industries to better analyze their real costs through activity-based costing. We can also support you through proven methodologies to reduce costs, improve efficiency and eliminate highly operational work. In addition, we can assist you with the standardization and implementation of best practice internal controls for your support processes.



## Improving procurement processes and acquisitions

Optimize your support and management processes to achieve an effective response in the purchasing and procurement function. We can help ensure a complete analysis on the total cost of acquiring and support the definition of strategies for each purchase category.



## Improving customer care processes and touchpoint management to achieve a better customer relationship management

Improve the focus and performance of your customer care processes, manage the customer's experience at your points of contact and control the relationship management with clients to achieve sustained growth. We can support your organization in the implementation of CRM strategies and processes.



**Servinfor, S.A.**

*Support Services for Better Decision Making*

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