

SAFIRA



Founded in 1997, SAFIRA develops Information Technology Solutions and offers Consulting Services to leading Financial, Insurance and Telco & Media companies, all over the world. The company has reached an outstanding reputation and acknowledgement in sophisticated and high demanding market segments through its focus on excellence of service, customer satisfaction, and innovative solutions that produce tangible business results. SAFIRA employs a team of more than 120 professionals, holding more than 200 technological and Project Management industry renowned certifications. The company applies rigorous software engineering processes based on international standards to assure the quality, robustness and security of the software it delivers to customers.

Global Presence



- › Headquarters in Oeiras and a branch office in Warsaw (Poland)
- › Projects all over the world, including USA, Mozambique, Romania, Canada, Angola, France, Macau, Spain, Switzerland and United Kingdom

Added-value

Dynamism

- › Quality and innovation are always present
- › Complete offer, keeping the focus on final delivery

Credibility

- › High level of customer retention
- › High level of customer satisfaction evaluated in regular inquiries

Growth

- › In results and international presence
- › In value to the customer
- › In delivery and employees motivation

Expertise

- › A reference on the market, with awards and independent opinion articles about SAFIRA's positioning
- › Technical, functional, operational and business know-how

Partners



Internal Motivation

- SAFIRA is considered for the 5th year in a row as a 'Best Place to Work', according to an independent study developed by Exame
- SAFIRA belongs to the TOP3 teams with more Microsoft certifications in Portugal
- All SAFIRA's Managers are certified in project management according to PMI best practices
- SAFIRA's employees have more than 10,000 hours of annual training - one of the largest certifications ratios per capita in our market



Services

- Business Solutions** - customized systems and applications development
- Consulting** - technological and business consultancy
- Information Technology Management** - methodology to implement ITIL standards best practices
- BPM** - end-to-end services and solutions to optimize and automate business processes
- Decision Management** - implementation of advanced analytics and DM tools and applications
- Outsourcing & Nearshoring** - access to technology and specific expertise
- IBM BPM Outsourcing** - BPM expert development and consulting services
- Agile Development** - apps development based on the OutSystems Agile Platform

Technology

- Quartz** - software development methodology and framework
- Maestro** - enterprise services bus, middleware
- APS - Application Profiling Services** - access authorization management
- OFX Server** - solution for real-time exchange of financial information

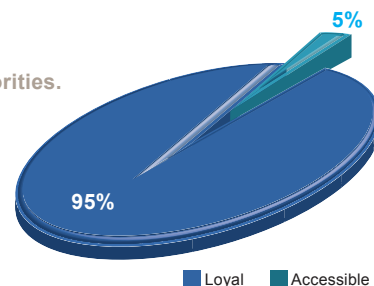
Solutions

- Direct Banking** - online services for banking, retail and corporate
- Google Search Appliance** - internal search engine with the power of Google.com
- Risk Bid Management** - integrated solution for credit analysis
- Cloud Solutions** - Windows Azure, SQL Azure and Microsoft Office 365
- Enterprise Architecture** - MEGA's platform for EA and BPA
- Governance, Risk and Compliance** - MEGA's platform for GRC
- Portals & Collaboration** - SharePoint technology for team work improvement
- Paper LesS Express** - The fastest way to shift from managing documents to managing business


Customers


Customer satisfaction is one of SAFIRA's top priorities. And service improvement a continuous goal.


- Periodic measurement with inquiries evaluation
- Results processed, analyzed and implemented



■ Loyal ■ Accessible


"The integration of SAFIRA's team with the internal VdA's team, the perception of our goals and the understanding of our limitations were critical to the success of this project. The ratio of user adoption to the new platform is huge and this is also SAFIRA's merit, because not only managed to deploy the tool, but also to provide the know-how and its added-value." **José Sousa Macedo**, Executive Administrator, Vieira de Almeida Advogados


"SAFIRA's expertise in the BPM area and its experience in similar projects have proven to be a guarantee for the success of this project. MEGA Platform brought a clear advantage to the alignment of the IT with the business." **Rui Ribeiro**, IT Manager, Estradas de Portugal


"Grupo Banco Espírito Santo has been making a strong investment in process automation as a center piece of its operational improvement. The high level of experience and know-how of SAFIRA's Consultants in the TeamWorks solution and our longstanding partnership were key factors in choosing the company for this project. As expected, we are very pleased with the outcome." **Jorge Soares**, Senior Manager, ESI



"We are confident that MICLEAR, as a flexible and customized solution, fully addresses our members needs in terms of reliability, performance and features. It is also our belief that MIClear is adequately prepared to meet future challenges. We are very pleased with the outcome of this project." **Sofia Barbosa**, Operations Director, OMIClear

Contacts

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