



# Company Presentation

*"To Improve your business, our  
only goal"*

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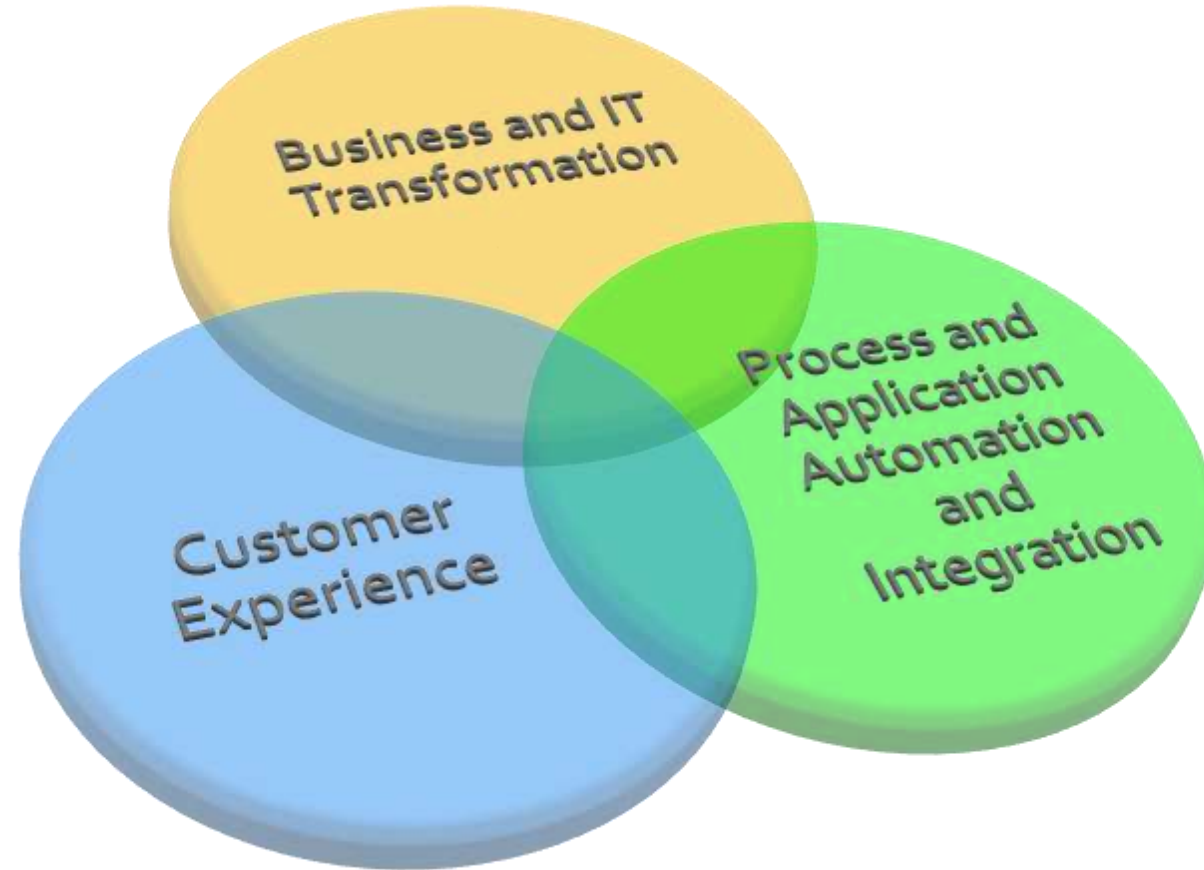


We have 8 consulting practices and leading tools to address the following challenges:

Process  
Intelligence

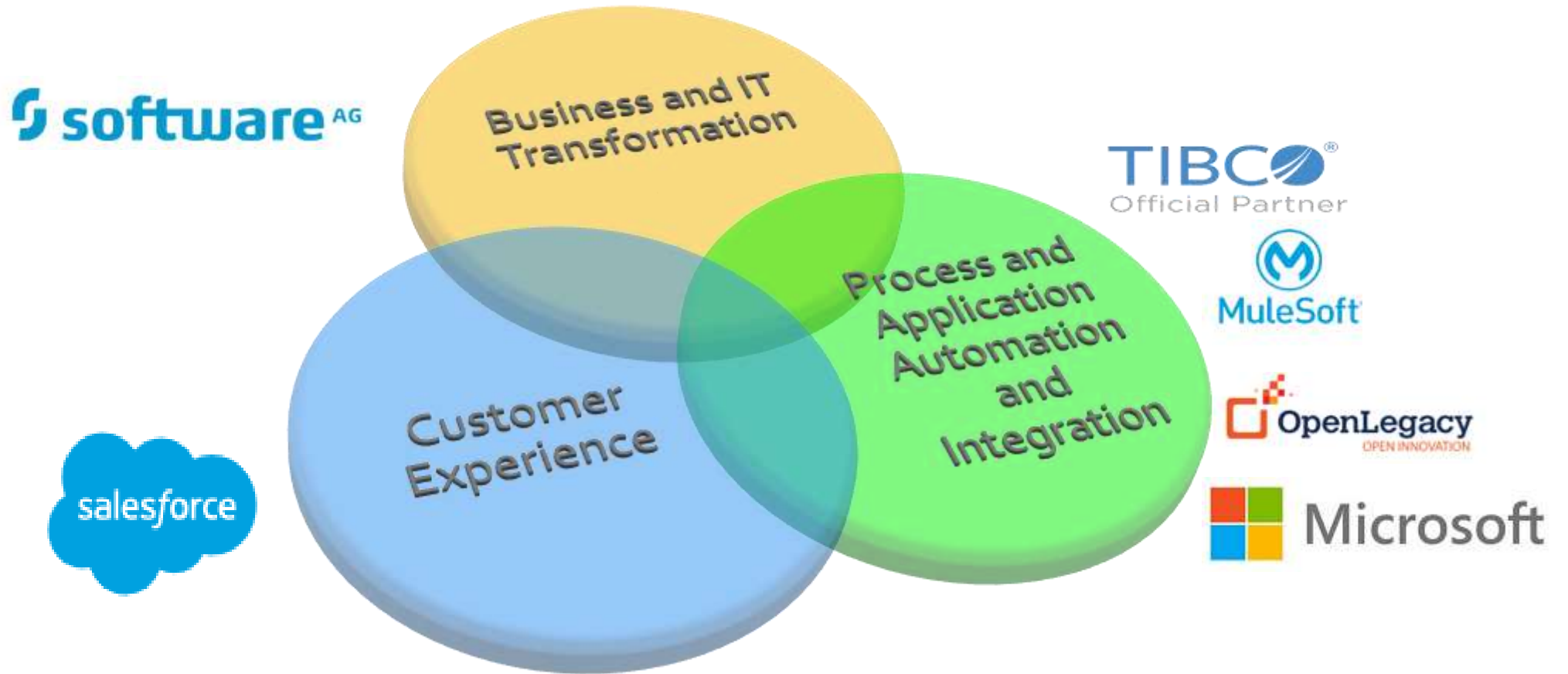


Customer  
Intelligence



What we do

# Supported by Strategic Partnerships



## Business Partners

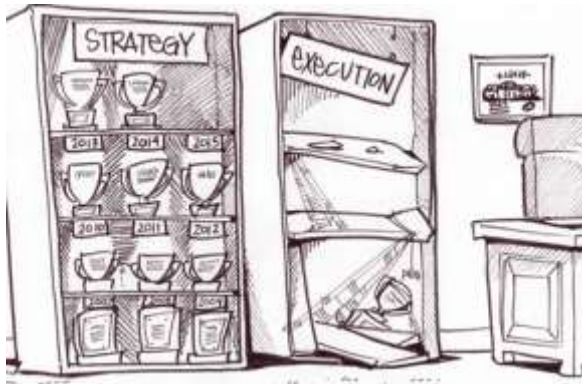
We have worked for the following clients



Our Clients

# Strategy + Process + Technology = Innovation

"85% to 90% of organizations fail to execute on their strategy"  
Dr. David P. Norton,



We help companies to define their Digital Transformation blueprint

How we do it?

# Enterprise Architecture

The Enterprise Architecture Initial Model, contains all the subjects that a high-level organization includes, and from there, in a top-down strategy, models will be created depending on project scope (for example: Strategy, Processes, Organization, Risks, Capabilities, Policies, Systems, etc.) and the interrelation between them.



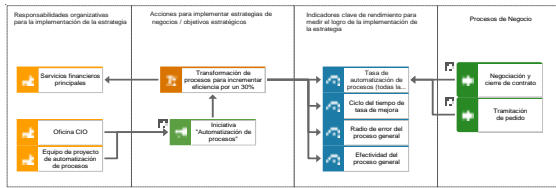
How we do it?



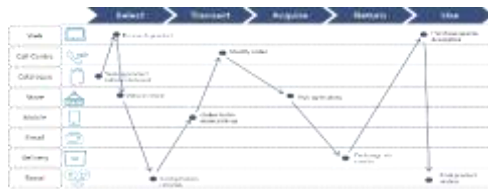
# Strategy



Business Model Ecosystem



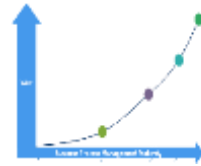
Strategies, Goals, KPI's, Responsibilities



Customer Journey



# Processes Capabilities



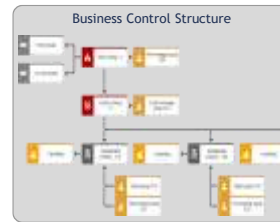
Maturity Level



Capabilities Map



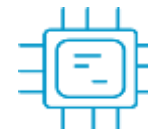
Processes Architecture As-Is/To-Be



Governance, Risk and Compliance



GAP Analysis



# Technology



Data Architecture



Applications Architecture



Technological Architecture

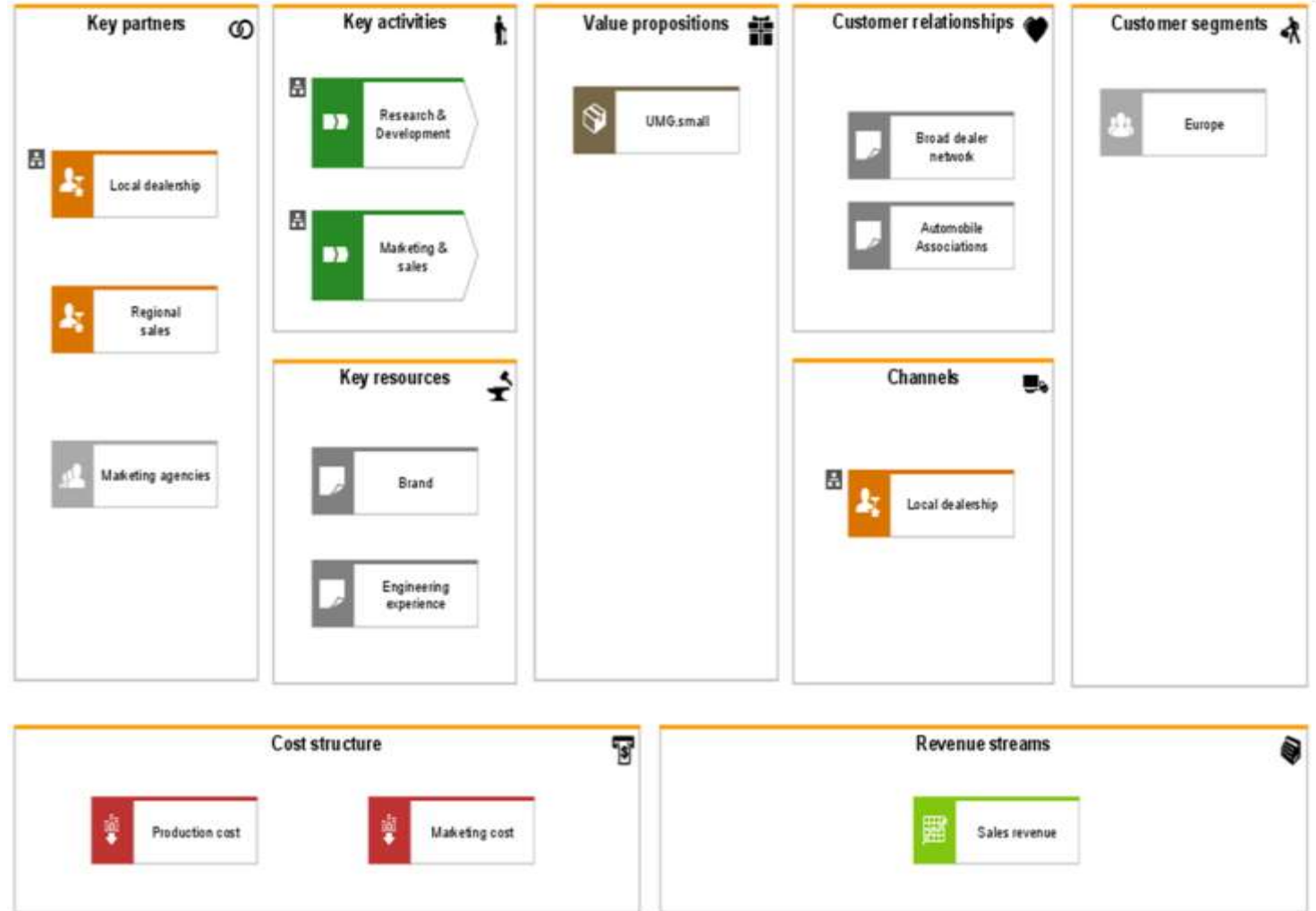


Roadmap to reach the desired goal

# How we do it?

# Strategy – Business Model

As part of the Strategy Map we document and analyze the client **business model** and the **ecosystem**.



How we do it?

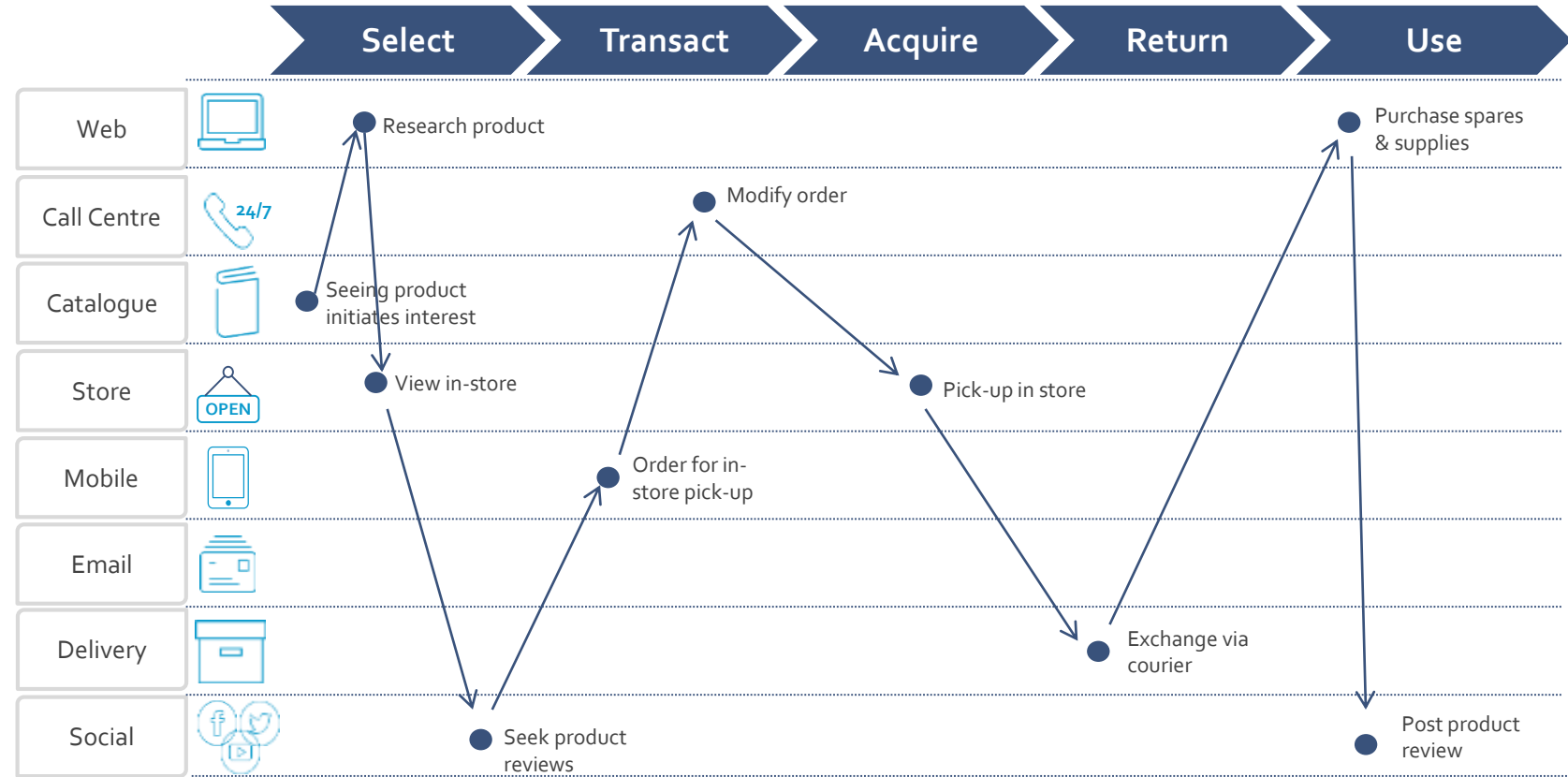


# Strategy – Customer Journeys

Customer Touch Points are identified and its related processes to define improvement priorities.

*"Customer Experience is the cumulative effect of multiple customer interactions with an organization over time"*

## How we do it?

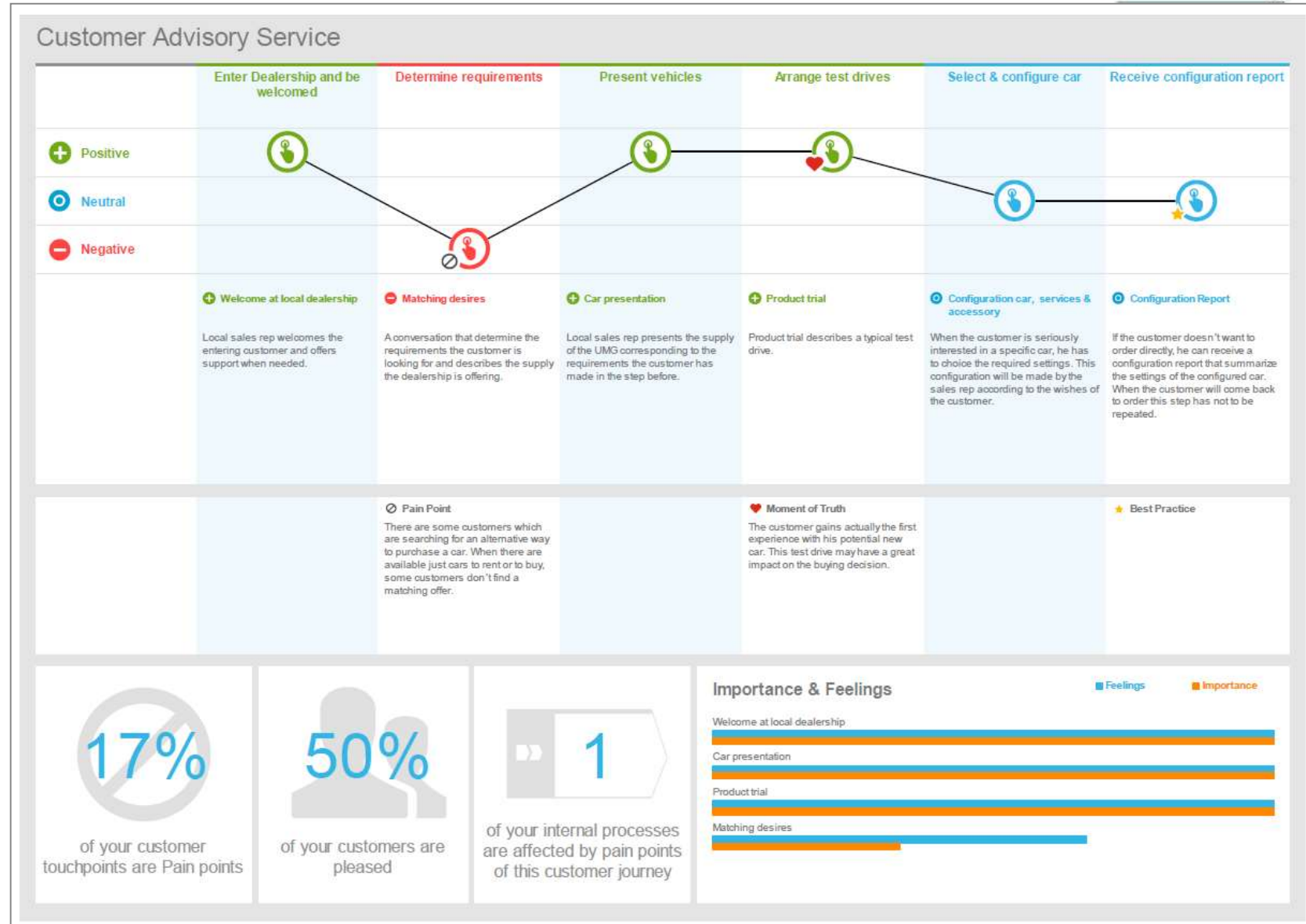


# Strategy – Customer Journeys

**Pain Points**, Moments of Truth and **Best Practices** for the customer experience are identified.

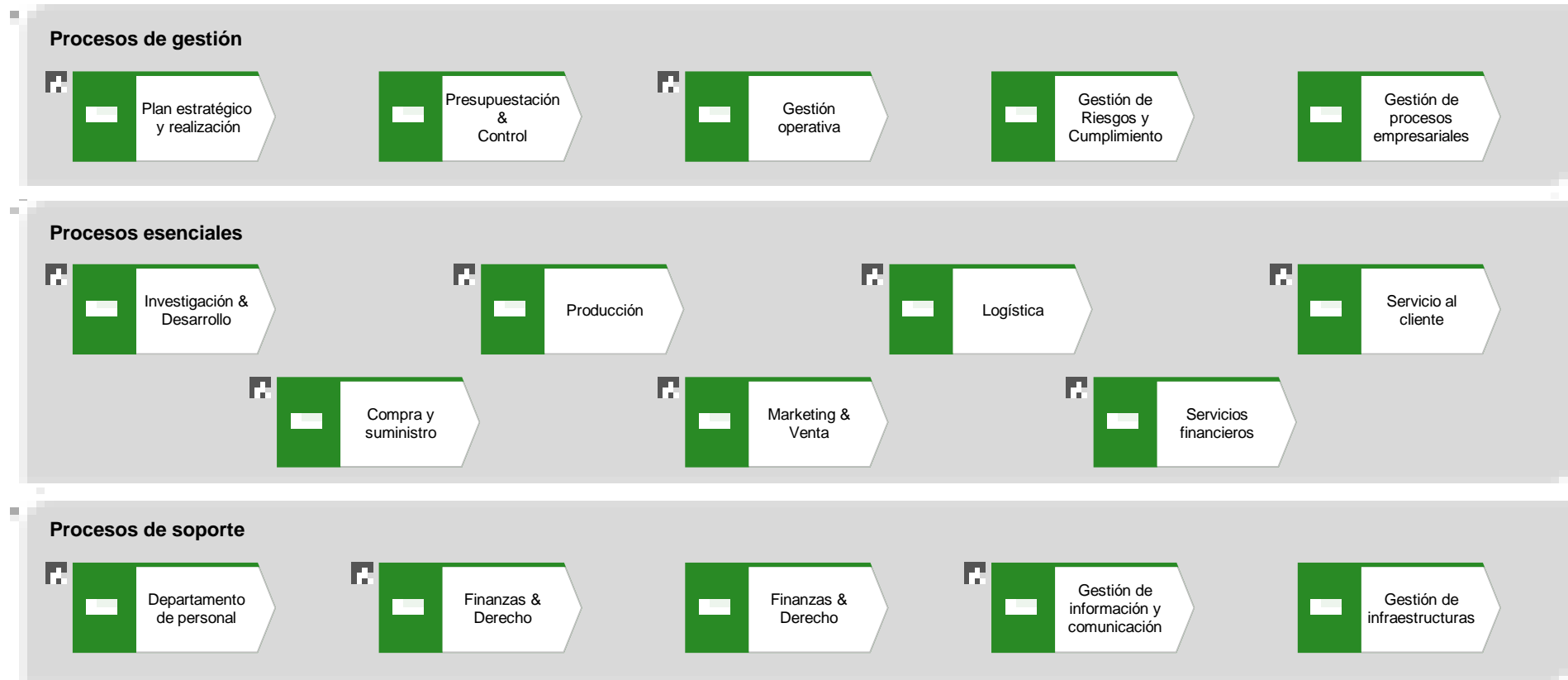
*"Customer Experience is the cumulative effect of multiple customer interactions with an organization over time"*

## How we do it?



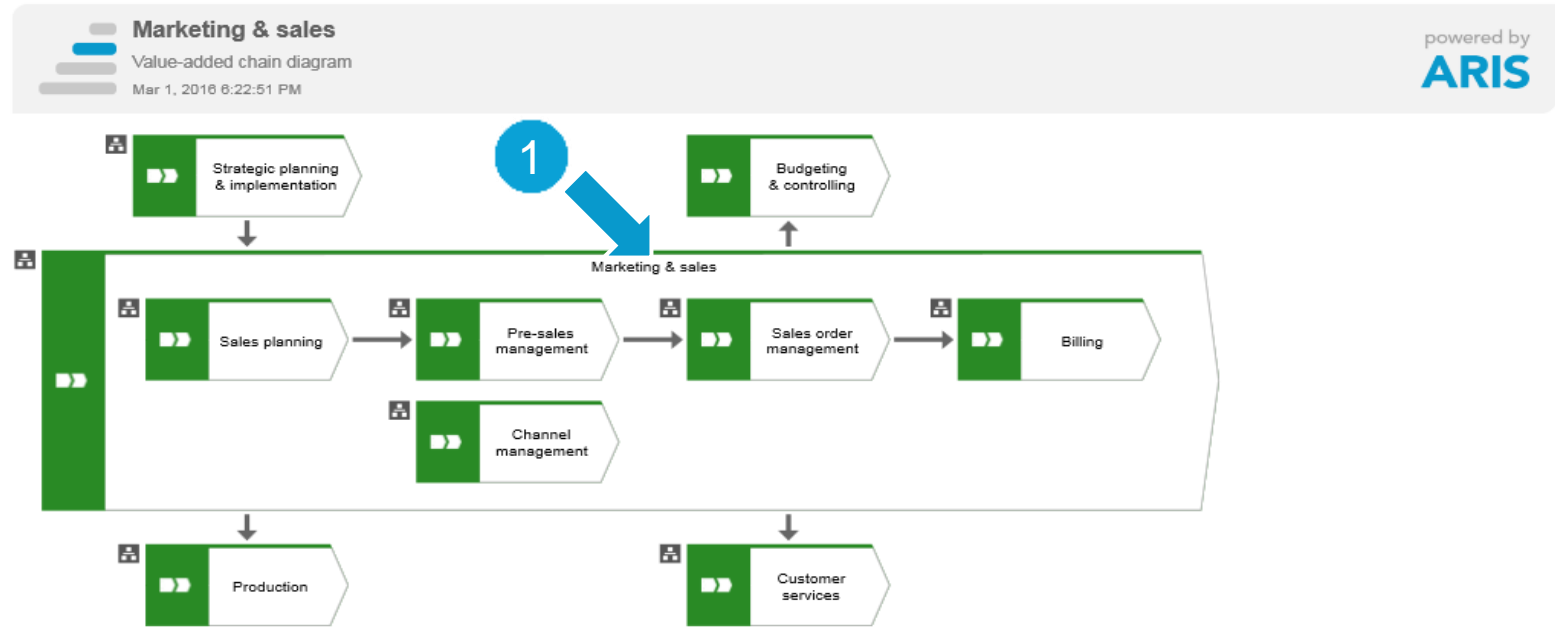
# The Process Architecture

At the highest level  
Includes Macro  
processes and  
Process Areas

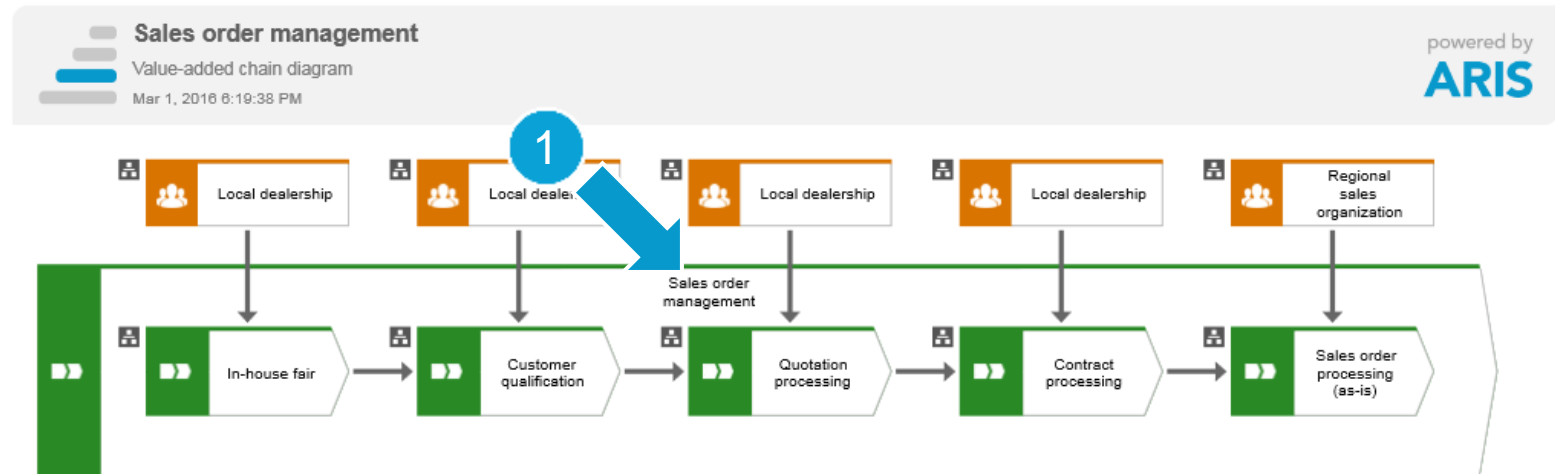


How we do it?

# The Process Architecture



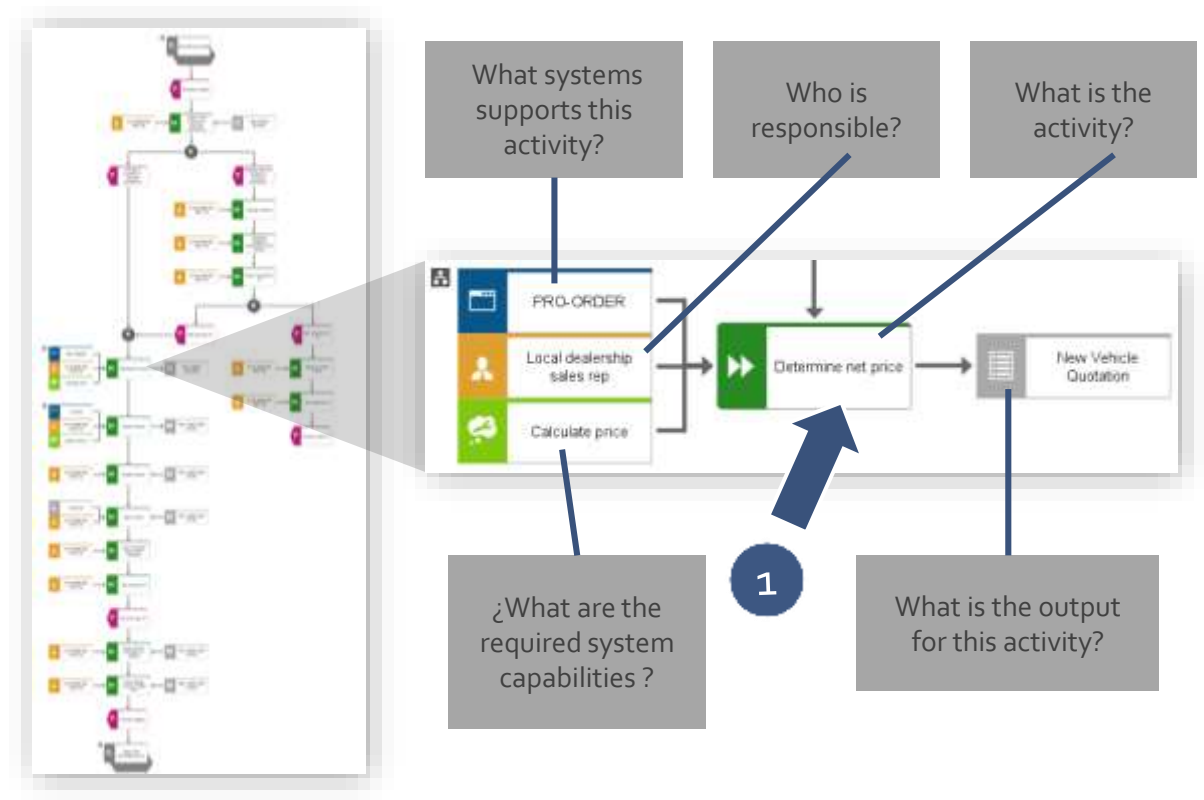
Levels 2 and 3 include processes and subprocesses



How we do it?

# The Process Architecture

The last level has the detailed process description **As-IS** and/or **To-Be**



## How we do it?



# Processes – Industry Reference Models

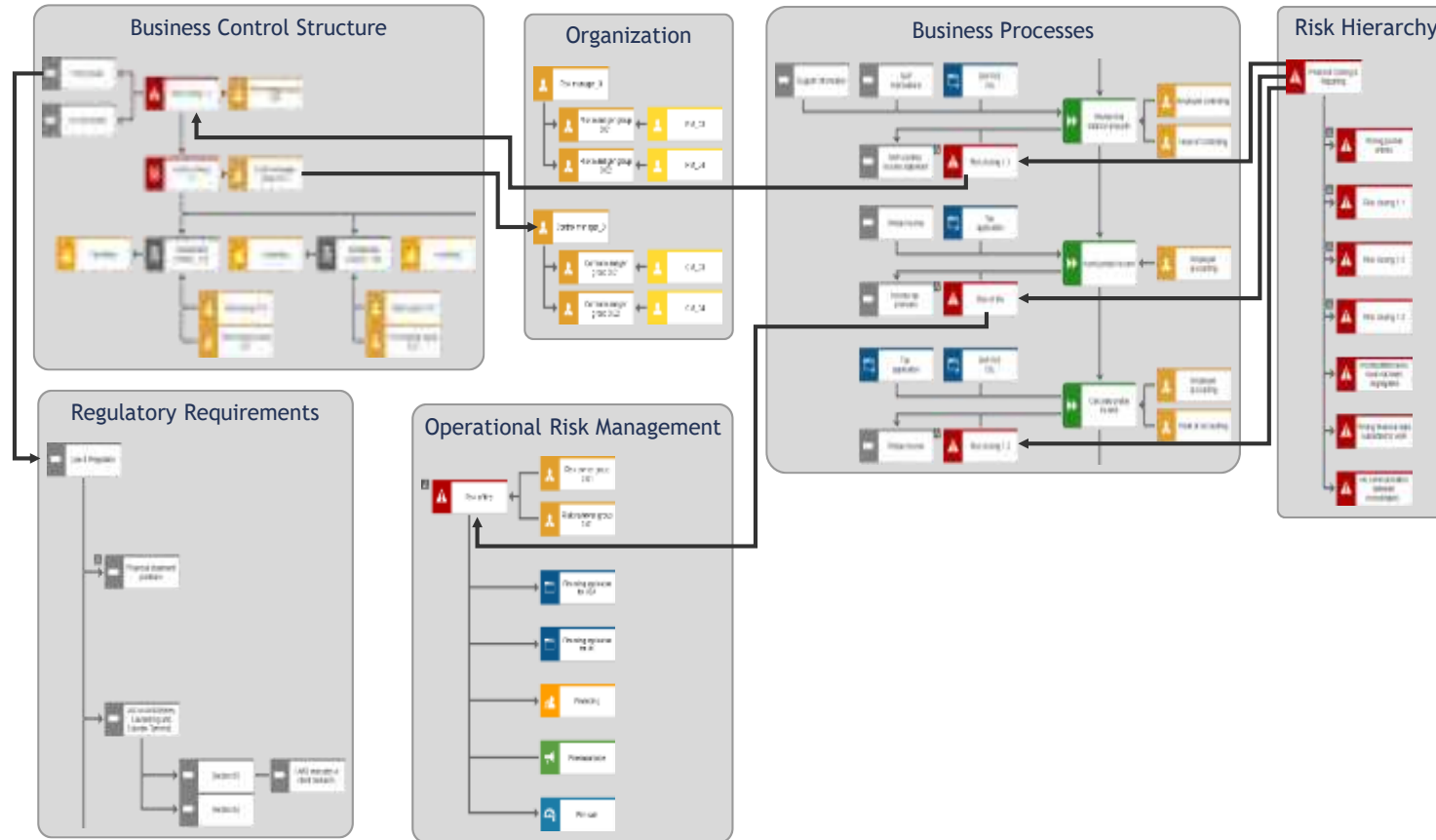


APQC (American Productivity & Quality Center)  
(Process Classification Framework)

- ♦ Cross-Industry
- ♦ Aerospace and Defense
- ♦ Airline
- ♦ Automotive
- ♦ Banking
- ♦ Broadcasting
- ♦ City Government
- ♦ Consumer Electronics
- ♦ Consumer Products
- ♦ Downstream Petroleum
- ♦ Education
- ♦ Healthcare
- ♦ Insurance
- ♦ Life Sciences
- ♦ Property and Casualty Insurance
- ♦ Retail
- ♦ Telecommunications
- ♦ Upstream Petroleum
- ♦ Utilities

How we do it?

# Processes – Governance, Risk and Control Models

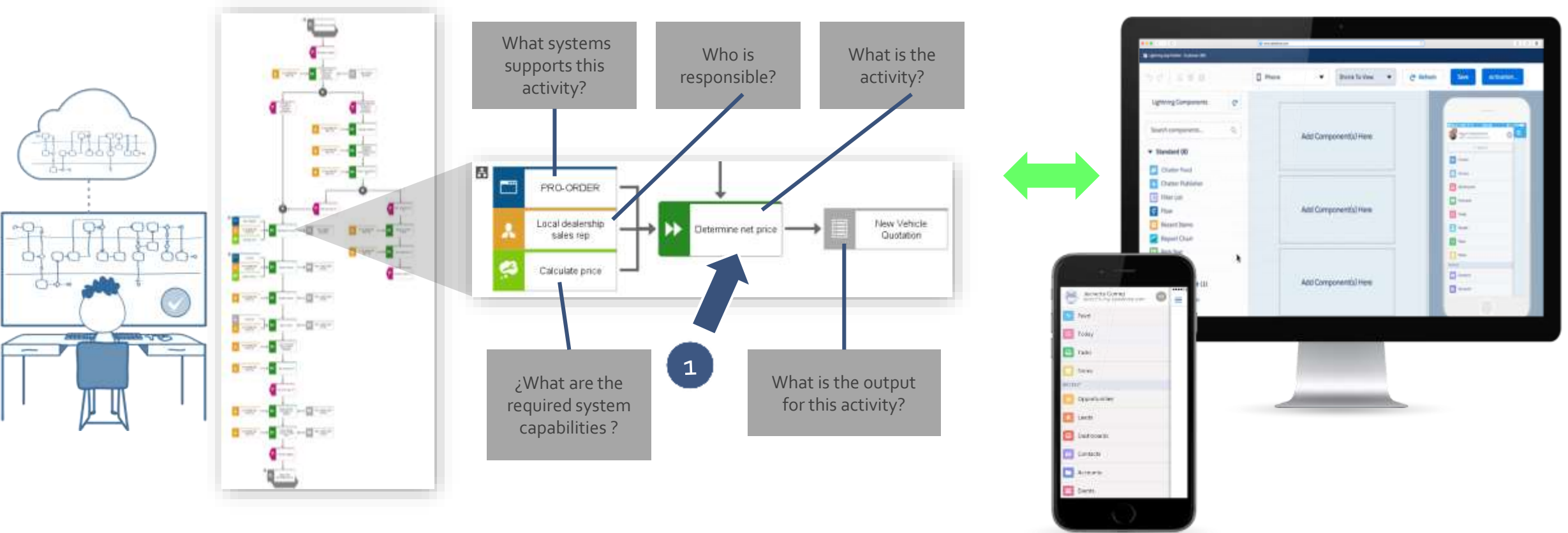


How we do it?

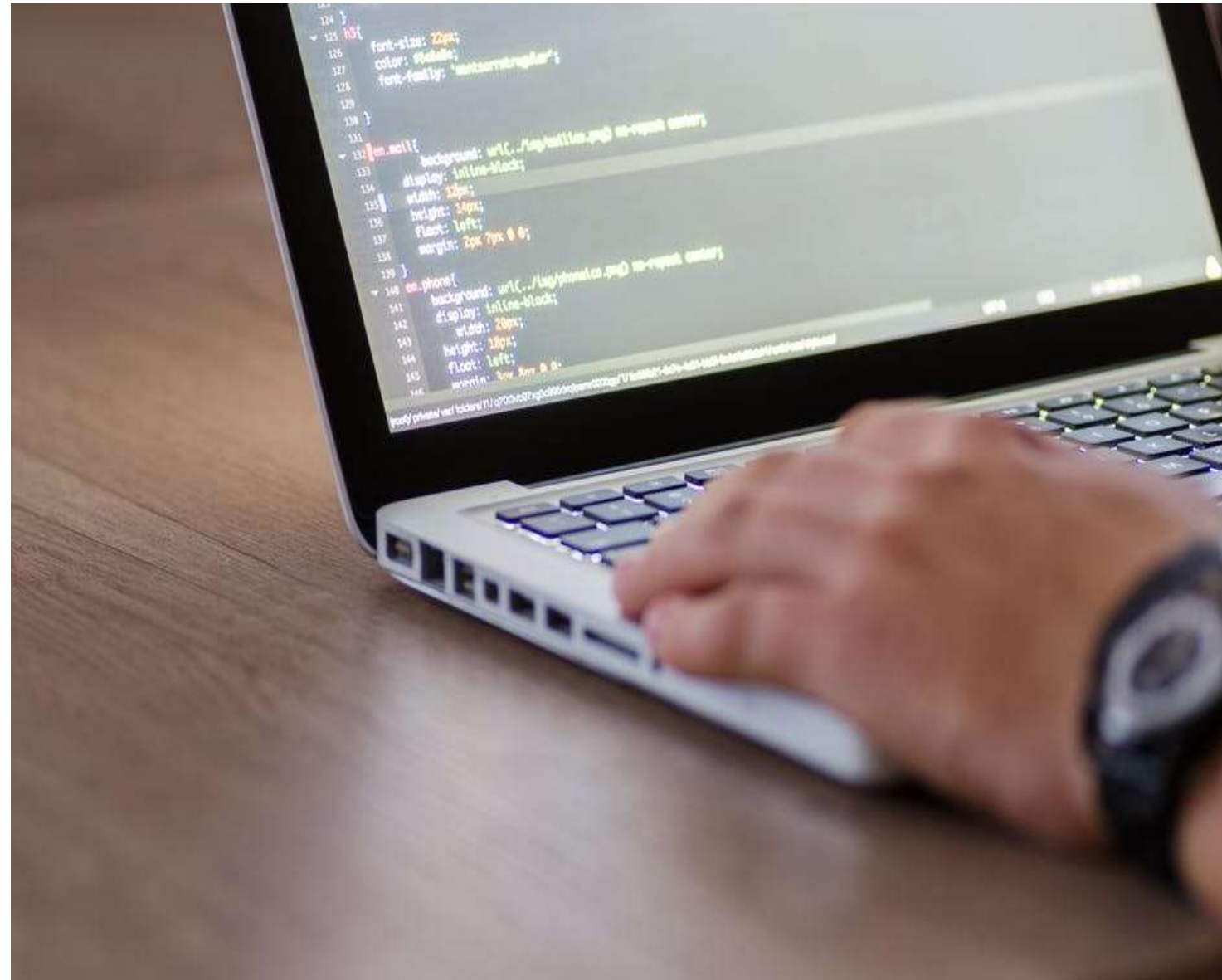
# Prototype and Prototype

## 1 To-Be Model

## 2 Prototype







# Consulting Practices

# Business Analysis

-  BUSINESS ARCHITECTURE
-  PROCESSES MODELING & DOCUMENTATION
-  PROCESS STANDARDIZATION
-  ENTERPRISE ARCHITECTURE MANAGEMENT
-  REQUIREMENTS ANALYSIS AND MANAGEMENT
-  CEP (PROCESS EXCELLENCE CENTER)
-  GRC (GOVERNANCE, RISK AND COMPLIANCE)
-  STAFFING
-  LICENSING & SUPPORT
-  SAP REDOC
-  TRAINING



# Services



CLIENT EXPERIENCE WORKSHOPS



FULL SALES LIFECYCLE PROCEESS IMPROVEN



PLATFORM DEVELOPMENT



MOBILE APPS DEVELOPMENT



SALES CLOUD IMPLEMENTATION



SERVICE CLOUD IMPLEMENTATION



APPLICATION INTEGRATION



STAFFING



TRAINING

## Salesforce Customer 360



\*Subject to the closing of the proposed acquisition of Tableau



# Salesforce Platform

# Services

-  ENTERPRISE ARCHITECTURE
-  BPM/SOA PROCESS AUTIMATION
-  BUSINESS ACTIVITY MONITORING
-  MICROSERVICES & API'S DESIGN AND IMPLEMENTATION
-  EVENT DRIVEN ARCHITECTURE
-  BPM/SOA GOVERNANCE
-  IOT & MIDDLEWARE CUSTOM DEVELOPMENT
-  B2B INTEGRATION
-  STAFFING
-  TRAINING
-  LICENSING & SUPPORT



## Process Automation and Application Integration

# Services

-  ANALYTICS MODEL
-  DASHBOARDS & REPORTS IMPLEMENTATION
-  DATA CLEANSING AND QUALITY
-  COEA (ANALYTICS EXCELENCIA CENTER)
-  ETL ORIENTED INTEGRATION
-  MASTER DATA MANAGEMENT
-  STAFFING
-  LICENSING & SUPPORT
-  TRAINING



# Business Intelligence





**.NET PLATFORM SYSTEM ARCHITECTURE**



**ENTERPRISE APPLICATION DEVELOPMENT**



**MOBILE APPS DEVELOPMENT**



**AZURE SERVICES & APPLICATION DEVELOPMENT**



**MICROSOFT ON-LINE / ON-PREMISE BUSINESS SOLUTIONS**



**TFS & VSTS CONSULTING**



**STAFFING**



**LICENSING & SUPPORT**



**TRAINING**



# .NET Platform Development

ENTERPRISE APPLICATIONS

# Desarrollo de Aplicaciones Plataforma Java

Desarrollamos aplicaciones y soluciones basadas en las mejores prácticas de la Plataforma Java y sus tecnologías asociadas.

## Java Platform Application Development



SOFTWARE QUALITY MANAGEMENT (SQM)

## Pruebas y Control de Calidad

Aseguramos que se cumplen con los criterios de Calidad del Software esperados por el cliente, utilizamos las mejores prácticas y estándares de la industria, verificamos que todos los productos cumplan con los requerimientos especificados y que trabajen correctamente en el ambiente objetivo y que tienen el uso pretendido.

# Testing & Quality Assurance



ENTERPRISE PROJECT MANAGEMENT (EPM)

## Administración de Proyectos

Apoyamos a nuestros clientes y proyectos, para asegurar que sean planeados, monitoreados, que los riesgos sean identificados y todos los recursos necesarios sean involucrados e integrados, para lograr la ejecución de los proyectos con la calidad y en el tiempo esperado.

# Project Management