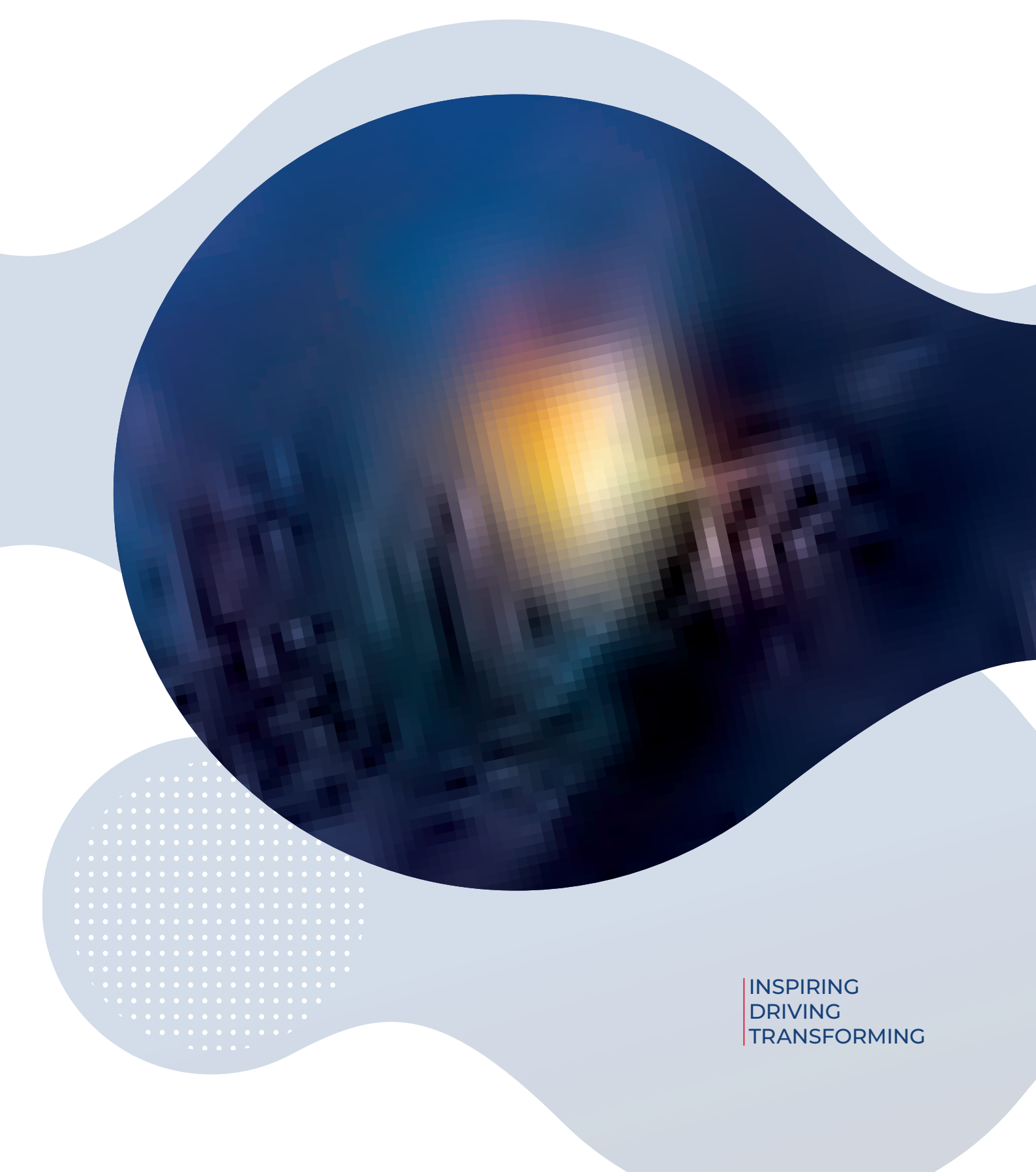




TECHNOLOGY THAT MAKES SENSE



INSPIRING  
DRIVING  
TRANSFORMING

## ABOUT US

We are a Portuguese company that operates in the field of information technology across different geographies and industries, with full confidence in our capabilities.

Our 20 years of experience include specialized technology consultancy services, tailor-made development and technological project management.

We design solutions on Microsoft, Oracle, OutSystems, Salesforce, MuleSoft and Tableau.

Our team of highly qualified, certified and experienced multidisciplinary consultants is our most valuable asset.



## MISSION

To create innovative digital solutions, centered on users and personalized to each organization for the success of our clients.

To inspire our staff to do good and to act ethically and with social and environmental responsibility.

## VISION

We aspire to be among the top 5 big tech companies and one of the best Portuguese IT companies to work for.



## VALUES

### Humanity

We prioritize and value our people and those with whom we interact.

We are mutually empathetic and supportive of each other.

We aim for everyone around us to be happy and treated with respect and dignity. We promote personal and professional development, encouraging inclusion, diversity and meaningful relationships.

### Innovation

We are innovative, open to exploring new ideas and creative solutions.

We encourage experimentation and the adoption of emerging technologies to improve our processes, products and services continuously. We learn from each other and from everyone, in a collaborative and multidisciplinary way, to enable us to generate disruptive ideas with positive impact.

### Ethics and integrity

We value ethics and integrity in everything we do. Our decisions consider the impact on people, customers, the community and the environment, not simply profit. We are proudly honest and act in line with moral and legal standards. We are consistent between words and actions.

### Commitment

We are committed to achieve our goals. We are persistent and determined, investing time, resources and effort to always deliver what we promise.

We value the quality of our work and endeavor to exceed the expectations of our clients and stakeholders. We promote a sense of responsibility and pride in getting the job done.

### Social and environmental responsibility

We make a positive contribution to society and the environment, reducing the use of natural resources, cutting pollutant emissions and promoting environmental conservation.

Our actions aim to create a more sustainable future, generating a lasting positive impact on present and future generations.

## MANIFESTO

### It makes sense

Technology from Portugal to the world.

We are driven by the new and everything we do has to make sense.

It has to have a positive impact.

We are committed to the planet and act with social responsibility.

We bet on regional Portugal.

We are a 20-year-old family.

Forward-looking but always loyal to the original spirit.

We combine experience with irreverence.

We are confident but never arrogant.

We are drawn to the good and to do right.

We are many, free and embrace diversity. We are Stepers!

We aspire to be in the top 5 of big tech and be part of the best IT companies to work for.

Always with maximum humanity.

Always focused on our customer. We turbocharge ideas that come to life with our magic.

We break barriers, sprint and go wherever we have to in order to make sense.

The sense of being Step Ahead Consulting.



## Why Step Ahead Consulting?

**Because we believe, the success of our clients is our success.**

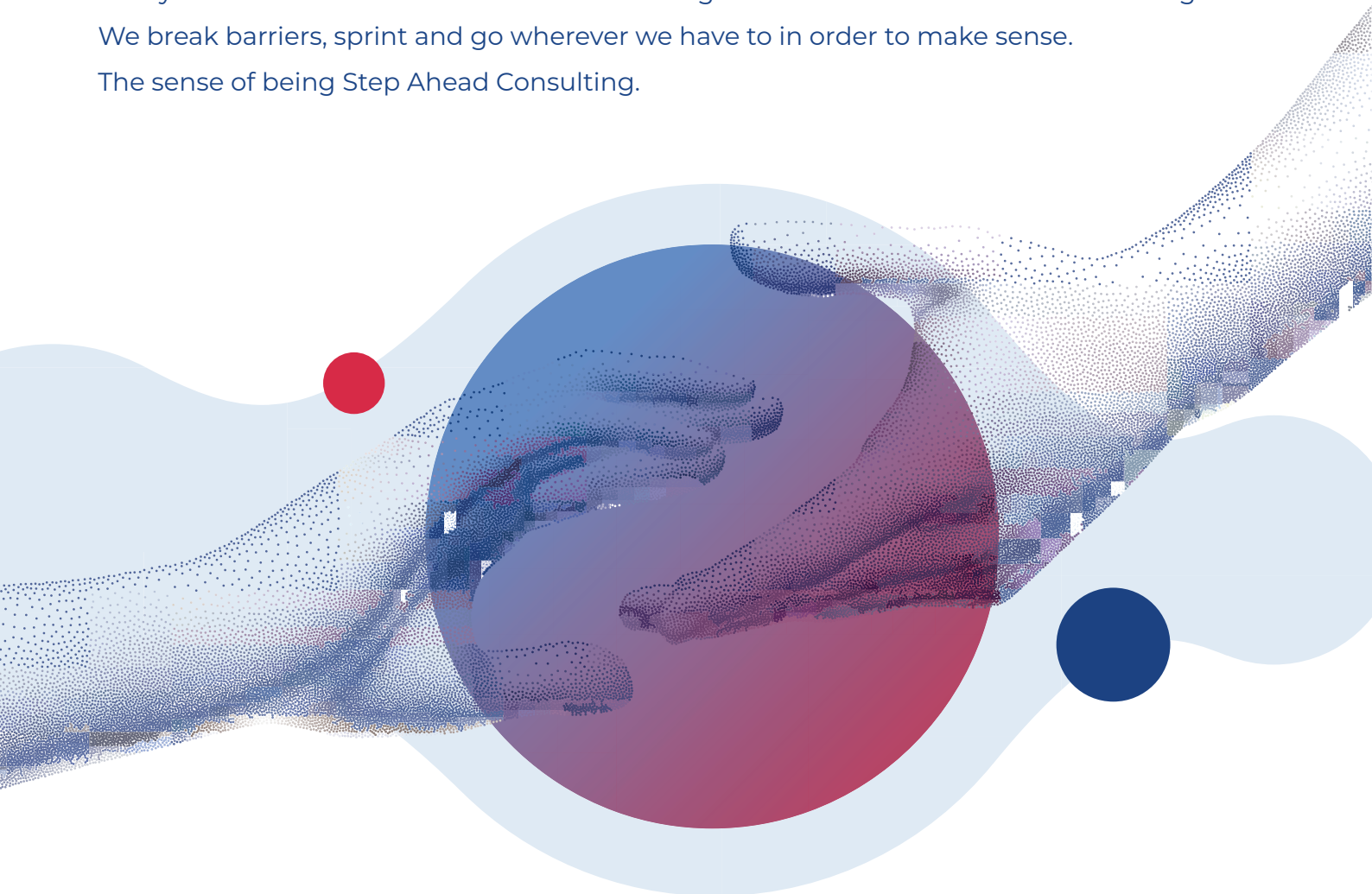
- **A complete portfolio of solutions and services:** We offer solutions for every stage of your technological journey.
- **Commitment to your success:** From the first enquiry to support after implementation.
- **Experts in innovation:** cutting-edge solutions for your business.
- **Trust and quality:** An experienced, certified and passionate team that knows how to build long-lasting relationships.
- **Efficiency:** Optimized projects for great results.

**Technology that makes sense**

Implemented  
Projects  
**+1350**

Years of  
experience  
**+20**

Satisfied  
customers  
**+250**



## #Steper concept:

Member of the Step Ahead Consulting family, encouraged to do good and always open to new challenges.

### Characteristics of their DNA:

Well-being and excellence: In everything they set out to do.

- **Adventurous:** Creative and enthusiastic to embrace challenges. Always looking for innovative solutions.
- **Mutual support:** Makes the most of collaborative to achieve success.
- **Mission-driven spirit:** Driven by a sense of mission and a spirit of mutual help, to overcome any obstacle.
- **Ultimate goal:** The success of Step Ahead Consulting and its clients.

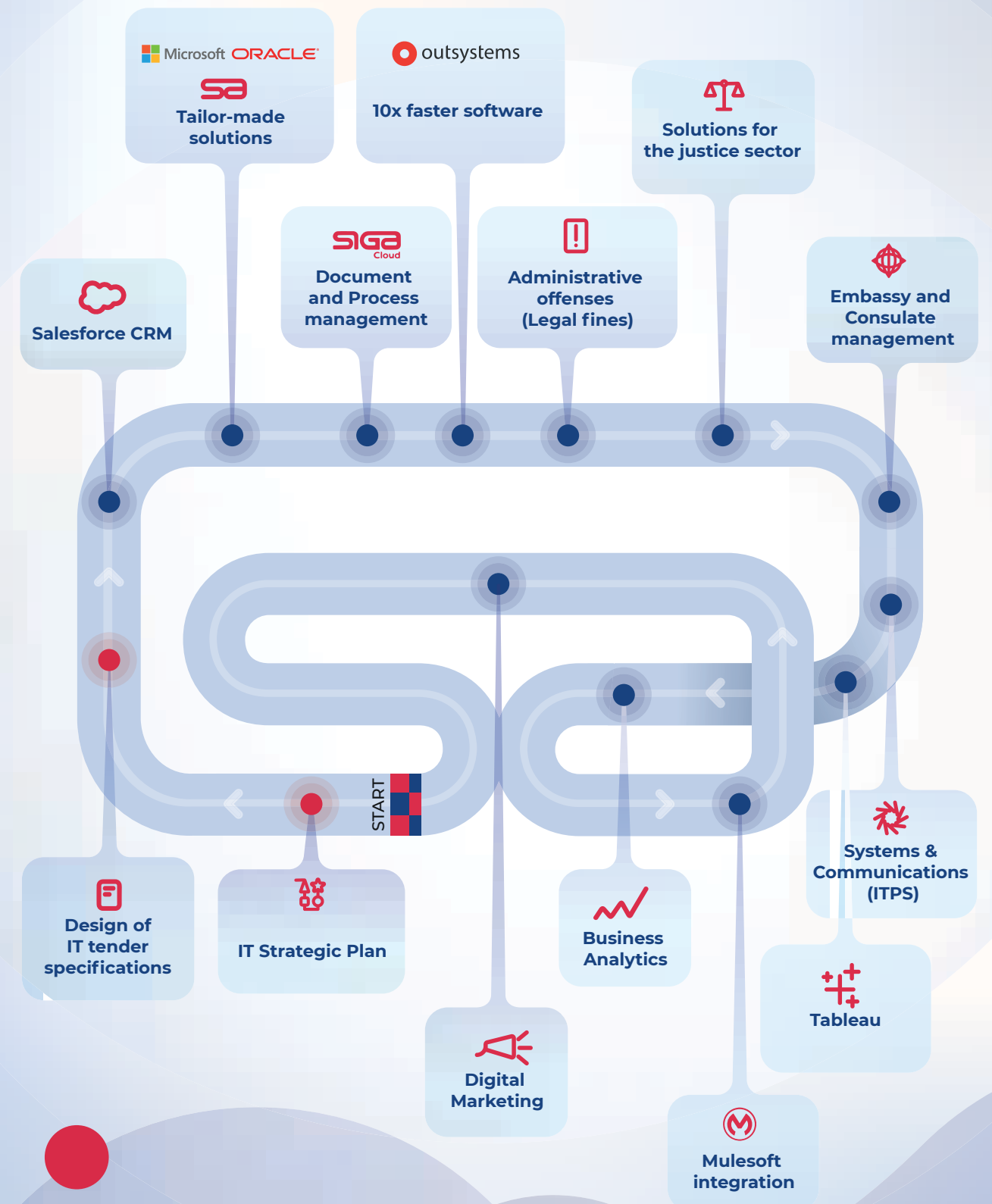
#Steper: Our greatest strength.



## SOLUTIONS AND SERVICES

Is your company ready for the future?

We offer complete solutions for every stage of your technological journey.





## Strategic Information Systems Plan tailored to the future of your business.

Transform information systems into engines of growth and innovation.

We offer:

- **Complete diagnosis:** We analyze your business objectives, challenges and technological needs to create a customized Strategic Plan.
- **Strategic alignment:** We match your vision with the technological solutions that make the most sense for your business, guaranteeing a clear roadmap for the future.
- **Innovative solutions:** We recommend and implement cutting-edge technologies that add value, differentiate your business and guarantee competitive advantage.

- **Ongoing follow-up:** We monitor and optimize the plan on an ongoing basis, ensuring constant alignment with your goals.

### Our expertise delivers:

- **Greater technological clarity:** Certainty of what can be achieved with the right technology.
- **More efficient business processes:** Automate repetitive tasks, eliminate bottlenecks and optimize workflows.
- **Reduced costs and optimized resources:** Using technology strategically to save resources and increase performance and profit. Be a leader in your industry with a customized Information Systems Plan for the future of your business.

## Specifications for IT Solutions: Expertise and Efficiency

We offer a complete service for drawing up tender specifications for the acquisition of IT solutions:

- **Technical Expertise:** Clear and precise writing of technical specifications
- **Complete Consultancy:** Full support from the definition of requirements to the selection of the contractor.
- **Personalized Approach:** Specifications adaptation to the particularities of each sector, whether for businesses or Public Administration.

**Process optimisation:** Reduction of time and costs in the tendering stage, with thorough and precise specifications.

- **Assurance and security:** guarantee of a professional tendering process, transparent and based on objective criteria.

### Our expertise delivers:

- Clear, precise specifications focussed on your needs.
- The guarantee of a transparent and efficient tender process.
- The certainty that the best solution will be chosen.
- Reduced costs and optimized time in the tender stage.

# Salesforce: Complete Cloud-based CRM solution

Salesforce is the world's most innovative, flexible and successful CRM solution, offering a unified 360° view of customers, and employees.

We have a large team of certified consultants specialized in all Salesforce clouds.

## Salesforce Clouds

### Customer 360°

- **Sales:** Create efficient sales processes to generate qualified leads.
- **Service:** For exceptional customer support aimed at building loyalty.
- **Portals:** Offer employees, partners and customers access to self-service information and services.
- **Platform:** Create personalized applications.
- **Marketing:** Create personalized marketing campaigns and measure ROI.
- **Digital Engagement:** Create engaging experiences.

- **Commerce:** Set up an online shop and reach millions of prospective customers.
- **Field Service:** Optimize services 'in the field'. Schedule technician visits and control tasks completion.
- **Einstein:** Automate tasks, get insights and make smarter decisions with AI.
- **Security:** Protect data and systems from cyber threats.
- **Shield:** Implement advanced security measures.
- **Integration:** Connect Salesforce applications to other systems and data.
- **Analytics:** For data-driven decisions.
- **AppExchange:** Find and install pre-built applications.

We are the leading Salesforce partner in Portugal:

+12 years' experience

+250 Implementations in various industries and numerous territories both nationally and internationally



# Salesforce

## From start to finish:

- **Programme and project management:** Planning, execution and control of your Salesforce projects.
- **Specialized consultancy:** Longitudinal analysis of your needs and development of customized solutions.
- **Solution architecture:** Creation of a robust and scalable structure for your Salesforce environment.

## Robust implementation:

- **Process survey and analysis:** Detailed mapping of processes for optimisation.
- **Configuration and parameterisation:** Adapting Salesforce to your needs.
- **Development of new functionalities:** Creation of customized resources.

## Complete integration:

- **Integration with third party systems:** Salesforce connection with existing systems.
- **Mapping and migration of data and documents:** Accurate and safe data transfer to Salesforce.

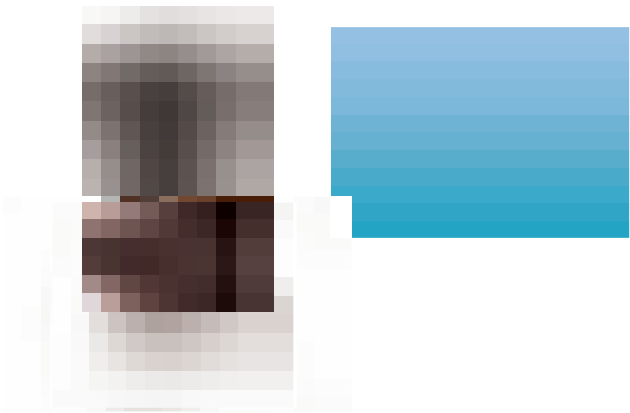
## Training and ongoing support:

- **Training for administrators and users:** Ensuring efficient use of the platform.
- **Change management:** Facilitating your team's adoption of Salesforce.
- **Project support and monitoring:** Ongoing to ensure success.

## Corrective and evolutionary software maintenance:

- **Solution monitoring and maintenance:** Continuous monitoring and improvement of your Salesforce environment.
- **Platform administration:** Proactive management of the Salesforce platform.
- **Management and monitoring of New Releases:** Implementation of the latest Salesforce updates.
- **Audits and optimisation reports:** Regular evaluation of the Salesforce environment to identify opportunities for improvement.

**Step Ahead Consulting:** 12+ years driving our clients' success using Salesforce, with proven results.





# MuleSoft: The Leading Platform for Integrations

MuleSoft allows you to connect software, APIs and data efficiently and securely, anywhere. Its innovative approach enables companies of all sizes to achieve their digital transformation goals in an agile and scalable way.

## An endless number of connectors:

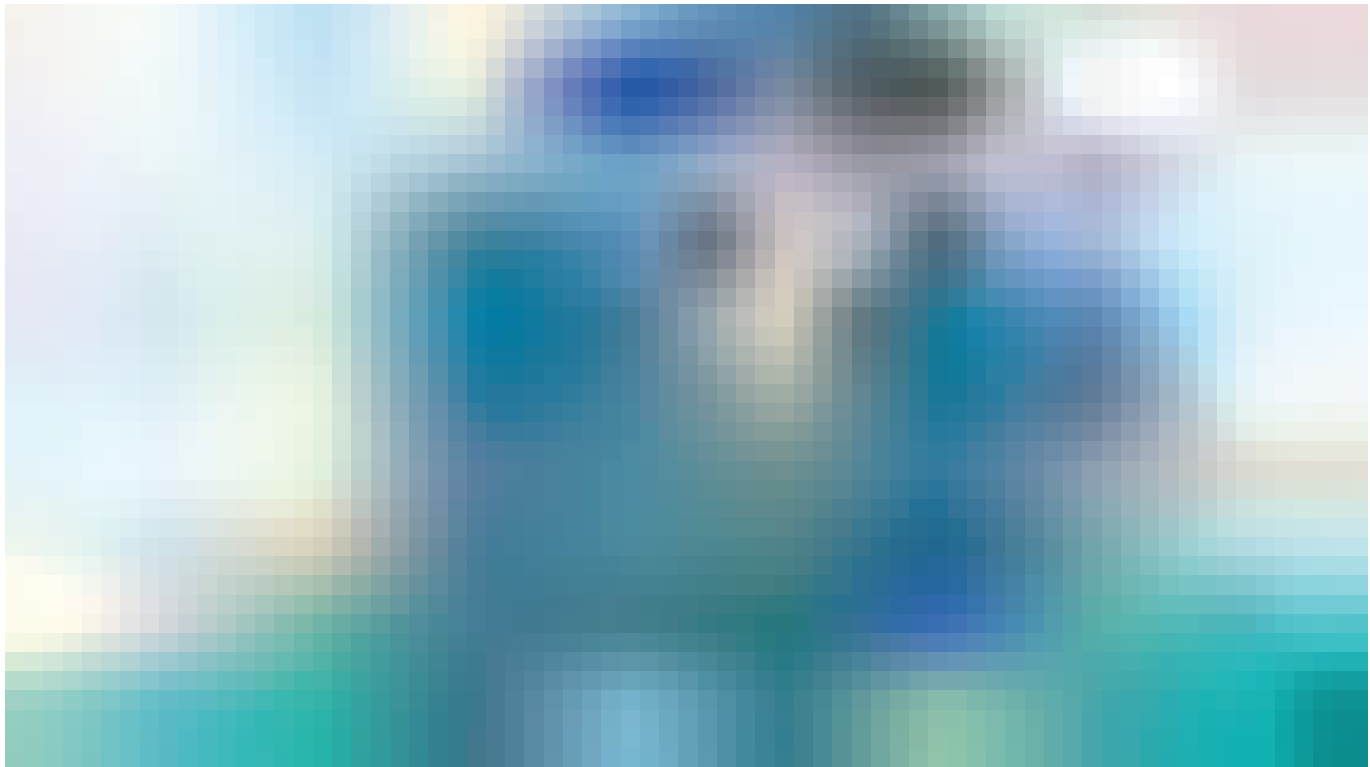
**Connect everything:** Integrate any system quickly and easily.

**Simplify and automate:** Increase efficiency, reduce costs and accelerate innovation by automating with MuleSoft.

**Fast at low cost:** The certainty of competitive advantage through optimisation of resources.

Platform implementation methodology using Salesforce best practices, such as Agile and DevOps.

Ability to integrate the platform with various legacy systems and other business applications through MuleSoft.



## Tailor-made solutions

We specialize in creating personalized digital solutions that boost your business. We use a collaborative, user-centric design approach and agile methodologies for faster time-to-market.



### State-of-the-art platforms:

Microsoft, Oracle, Salesforce and OutSystems, guaranteeing robust, scalable and secure solutions.

Our expertise allows us to create web and mobile applications swiftly and efficiently, with low maintenance costs.

### Unrivalled Value Proposition:

- **Customized solutions:** Software that adapts perfectly to your needs and workflows.
- **Cutting-edge technology:** To guarantee innovative, high-performance solutions.

- **Agile approach:** We prioritize agility and flexibility to deliver fast results.

- **Experienced team:** We combine a team with over 20 years' experience with young talent, all with an unwavering passion for technology and for creating solutions that make a difference.

### Complete services for your success:

- **Requirements analysis:** We detail your needs and goals to define the ideal solution scope.
- **Custom development:** To create customized software.

- **Integration with legacy systems:** We connect solutions to existing systems efficiently.

- **Implementation and testing:** We implement and rigorously test the solution to ensure proper functioning.

- **Training and support:** Full training for users and administrators and ongoing technical support.

**Step Ahead Consulting:** Guarantee of a complete, high-quality service, from design to post-implementation support.

# Document and Process Management Made Easy

Manage documents and processes efficiently and securely with the complete SIGA Cloud solution.

## Digitise and automate:

- Eliminate paper and make your processes more efficient.
- Automate repetitive tasks and free up time for strategic activities.
- Access information quickly at any time anywhere, with the power of Elastic Search.

## Improve decision-making:

- Get a complete overview of the life cycle of your documents.
- Speed up document approval and decision-making.
- Reduce costs and improve productivity.



## User-friendly solution:

- Intuitive, self-explanatory and easy-to-use interface.
- Accessibility on any device.
- Integration with your existing systems.

## Developed using Microsoft technology:

- Robust, secure and scalable.
- Seamless integration with Microsoft environment.
- Specialized technical support.

## Do more with less:

- Improve operational efficiency.
- Reduce costs.
- Increase productivity.
- Make smarter decisions.

# Administrative offenses: Efficient Management with Jurista Virtual®

## Value proposition:

- **Automatic legal framework:** Process administrative offense cases safely and accurately, even without legal training.
- **Document uniformity:** Eliminate errors and guarantee the quality of documents with predefined and customisable templates.
- **Accelerated process completion:** Automate repetitive tasks and cut down processing times.
- **Automatic document production:** Templates, reports and other documents automatically generated based on tags.
- **Fine management:** Issue fines and monitor payment automatically.
- **Digital signature:** Sign legally valid documents in a safe and practical way.

- **Deadline management:** Control the deadlines of processes and each infraction, taking into account suspensive and interruptive facts with precision and automation.
- **Up-to-date manuals and FAQs:** Access relevant information always in the latest version.
- **Notifications and alerts:** Receive notifications about deadlines, events and important pending issues.
- **Automatic approval flow:** Speed up process approval with automated rules and workflows.
- **One-click certificate:** Generate certificates for legal purposes with a single click, showing all the documents in the file in chronological order.
- **Reports and statistics:** Keep track of everything for data-driven decision-making.

### HIGHLIGHTS

**+10 YEARS**  
MATURITY OF  
THE SOLUTION

**+100**  
IMPLEMENTATIONS

**+2000**  
PARAMETERIZED  
PROCESSES

### PARAMETERIZED

**+10000**  
USERS

**+40.000.000**  
CLASSIFIED  
DOCUMENTS

**7**  
months

AVERAGE ROI

**100%**

LESS  
IMPUNITY

**100%**

ENGAGEMENT FROM  
THOSE INVOLVED IN THE PROCESS

**Step Ahead Consulting:** Guarantee of a complete, high-quality solution for the efficient management of Administrative Offenses (Legal fines)

## Solutions for the Justice Sector: Efficiency, Innovation and Security

### Courts:

SIGA-T for the administrative and procedural management of courts allows processes optimisation along with a holistic vision. Based on data-driven management, it enables management of the Vault and consequent control of financial and monetary flows. It allows automatic calculation of amounts receivable, providing an integrated view of the Prosecutor's Office, Agents, Magistrates and Vault.

- **Streamline processes:** Automate repetitive tasks, reduce procedural deadlines and increase productivity.
- **Improve the citizen experience:** Offer online services in a convenient way, accessible 24/7.

- **Increase transparency:** Get a complete overview of court cases and decisions.
- **Make smarter decisions:** Use data and analysis to base your decisions.
- **Reduce costs:** Eliminate manual processes and optimize resource management.



**OF DEVELOPMENT**

### Registries and Notaries:

With our platform for the various types of registry and notary, we guarantee the handling of processes according to a parameterized approval flow, with automatisms that speed up the completion of registry and notary processes.

The platform was developed and is constantly being adapted to ensure compliance with current legislation, allowing the creation of records in accordance with the legal procedures in force.

It allows control of financial flows through the 'Preparations' item and respective approval, based on the fees in force.

The platform can be used by any country and although it is multilingual, it is aimed at Portuguese-speaking countries.

### Advantages:

- **One frontend, several types of registers:** Offer simplicity to registrars, notaries and officers by avoiding from switching between platforms depending on registry typology.
- **Modernize:** Offer online services that are secure, efficient and self-explanatory, maximizing their use.
- **Increase legal certainty:** Reduce the risk of fraud and errors.
- **Improve the citizen experience:** Offer self-service and a fast, personalized service.
- **Streamline processes:** Automate repetitive tasks and reduce waiting times.
- **Reduce costs:** Eliminate manual procedures and optimize resource management.

## Alternative Dispute Resolution: Effective Solution for Companies and Organizations

Reduce costs, streamline processes and improve your company's image with RAL (Alternative Dispute Resolution) solution.



### Recommended for:

- **Companies:** Prevent and resolve disputes with customers, suppliers and employees quickly, efficiently and without the costs of legal proceedings.
- **Non-profit organizations:** Resolve internal conflicts and with partners in a friendly and positive way, preserving the organization's reputation.
- **Public organizations:** Offer citizens an alternative service to the courts, a much faster and less expensive way of resolving disputes.

### Benefits for companies and organizations:

- **Cost savings:** Avoid spending on lawyers, courts and other legal costs.
- **Agility in resolving disputes:** Get faster and more efficient solutions than through the courts.
- **Corporate image enhancement:** Demonstrate commitment to peaceful resolution of conflicts and respect for your customers, suppliers and employees.
- **Increased productivity:** Free up time and resources that otherwise be spent on legal proceedings for more strategic actions.
- **Stronger relationships:** Promote dialogue and build positive relationships with the parties involved in the dispute.

### Our complete RAL solution includes:

- **Implementation of the RAL platform:** We provide the technological platform necessary for the efficient management of processes.
- **Training:** We provide training for your staff.
- **Process management:** Manages the entire dispute resolution process digitally, from the cases screening to issuing the final agreement.
- **Reports and statistics:** Reports and statistics on RAL processes, so you can keep track of the solution's performance.

**Step Ahead Consulting:** Ensuring innovative tailor-made solutions for the justice sector.



## Embassies and Consulates: Challenges and Solutions in the Digital Age

Reduce queues, time-consuming manual processes, and scattered information to respond quickly and assertively to citizens and international partners.

With over a decade of experience in creating innovative digital solutions for Embassies and Consulates, we have the answer to these challenges: an integrated process management platform for Embassies and Consulates.

**We are transforming the way diplomatic missions operate:**

- **Fast, efficient and personalized service:** Citizens and international partners have access to online services, can schedule face-to-face service or by video conference, send documents and track the status of their cases in a fast and convenient way.

- **Reduce bureaucracy and streamline processes:** Automate repetitive tasks, eliminate manual processes and bottlenecks.

- **Data security and information always available:** Protect confidential information with state-of-the-art encryption and controlled access, guaranteeing data security and availability.

- **Optimized human resources, reduced costs:** Optimize resource allocation and employee motivation, using means that help realize processes quickly and assertively.

- **Agile decisions based on data:** Gain valuable insights from data and reports in real time.

**Do more with our platform:**

- Increase productivity and efficiency
- Improve the citizen experience through online services
- Strengthen security and compliance
- Make decisions based on data
- Reduce costs on paper and printing consumables

**We offer a full range of services to ensure the success of your implementation:**

- **Requirements assessment:** We thoroughly analyze your needs and objectives to define the ideal scope of the solution.

- **Customized development:** Software customization to suit your needs, using the best development practices.

- **Integration with legacy systems:** Efficiently connection to existing systems.

- **Implementation and testing:** We implement and rigorously test the solution to assure flawless operation.

- **Training and support:** Training for users and administrators, and ongoing technical support to ensure long-term success.

**Step Ahead Consulting:** The certainty of a complete, high-quality service, from the design to post-implementation support.

## Systems & Communications: The Foundation for Digital Success

We live in a time of constant urgency. Slow pace systems are not compatible with users' expectations and are an obstacle to productivity and business agility. Invest in a robust and efficient IT infrastructure.

We offer a complete solution for Infrastructure and Communications Management (ITPS) tailored to the needs of your organization.

We have over 20 years' experience in IT infrastructure management.

### We ensure:

- **Availability and reliability:** Keep systems online and accessible 24/7.
- **Security:** Protect your data against cyber threats with the best practices in information security.
- **Optimized performance:** Get the most out of your IT systems with scaled infrastructure proactively monitored.
- **Scalability for the future:** Grow your business with peace of mind, knowing that your IT infrastructure is ready.
- **Controlled costs:** Optimize IT investment with smart solutions that fit your budget.

### Our expertise guarantees:

- **A single partner for all your IT needs:** From infrastructure planning and architecture to management and support.
- **Cutting-edge technology:** To ensure that your organization is at the forefront.
- **A specialized team:** Certified, experienced professionals.
- **Strategic planning:** We help defining the IT strategic plan, in line with business objectives.
- **Proactive monitoring:** Continuous monitoring of the IT infrastructure, to identify and address non-conformities.
- **Agile technical support:** To ensure full functionality of systems.

**Step Ahead Consulting:** IT infrastructure in good hands

## Business Analytics

Get insights from your data to:

- **Make data-driven strategic decisions:** at the various hierarchical levels of the organization, reducing risks and optimizing results.
- **Improve operational performance:** Identify bottlenecks, optimize processes and increase the overall efficiency of the organization, positively influencing costs and productivity.
- **Deep understanding of your audiences:** Create detailed customer profiles, personalize experiences and develop highly effective marketing campaigns.

- **Anticipate trends and opportunities:** Identify market trends, anticipate demand and discover new opportunities to gain competitive advantage.
- **Detect fraud and risks:** Identify suspicious patterns and unauthorized behaviors for proactive fraud prevention.
- **Innovate and develop products and services:** Understand client needs and requirements to develop innovative products or services that respond to latent needs or align with market expectations.

### Associated Services

A full range of Business Analytics services, including:

- **Business Analytics Consultancy:** We help define strategies of data analysis, identification of data sources and report development.
- **Advanced Data Analysis:**
  - Techniques and complex algorithms to analyze data in depth
  - Machine Learning Algorithms
  - Optimisation and simulation models
  - Personalisation and recommendation engines
  - Integration models in business processes
- **Data Visualization:** Creation of dashboards and interactive reports to communicate insights in a clear and accessible way.
- **Tailor-made solutions:** Development of customized solutions to respond to the specific needs of your organization.

**Step Ahead Consulting:** Consultancy expertise to unlock the power of your data and achieve success.

## Digital Marketing

Reach your online goals.

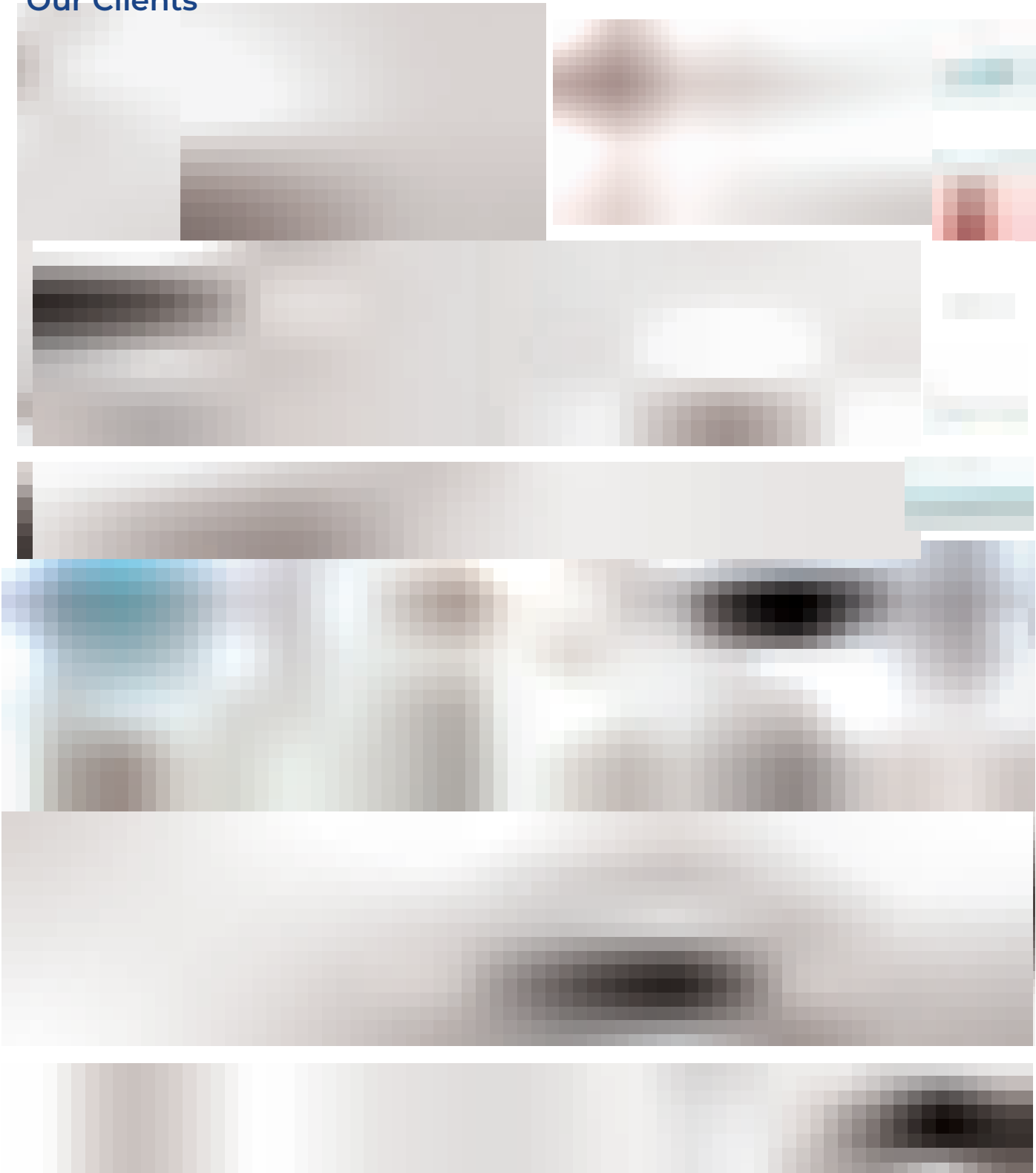
- **Designing websites and portals, and writing content in a clear language.**
- **SEO (Search Engine Optimisation):** Increase your site's visibility in organic search and draw in qualified traffic.
- **Content Marketing:** Creation of relevant content to attract and engage with your target audience.
- **Social Media Management:** Design of effective strategies to improve your social media reach and interact with your audience.

- **Email Marketing:** Create and manage email-marketing campaigns to nurture leads and build customer loyalty.
- **Data Analysis:** Gain valuable insights from data, for smarter decisions and campaign optimisation.
- **Training:** Digital strategy; Wordpress; SEO & SEA; email marketing; social media; metrics and analytics.

### Associated Services

- **Digital Marketing Consultancy:** Definition of digital strategies, competition analysis and KPIs.
- **Creation of Websites and Landing Pages:** Design of professional websites and landing pages, optimized for conversion.
- **Online Advertising Campaigns:** Creation and management of ad campaigns for platforms such as Google Ads, Facebook Ads or Instagram Ads.
- **Marketing Automation:** Automating repetitive marketing tasks to optimize time and efficiency.
- **Reports and Analyses:** Monitoring marketing campaigns and detailed reports with actionable insights.

## Our Clients



## Our Partners

