

## **Company Overview**

# AICEP – the Ireland market

Fernando Reino da Costa

**President & CEO**

May 20th, 2025



# People, Digital and Sustainability

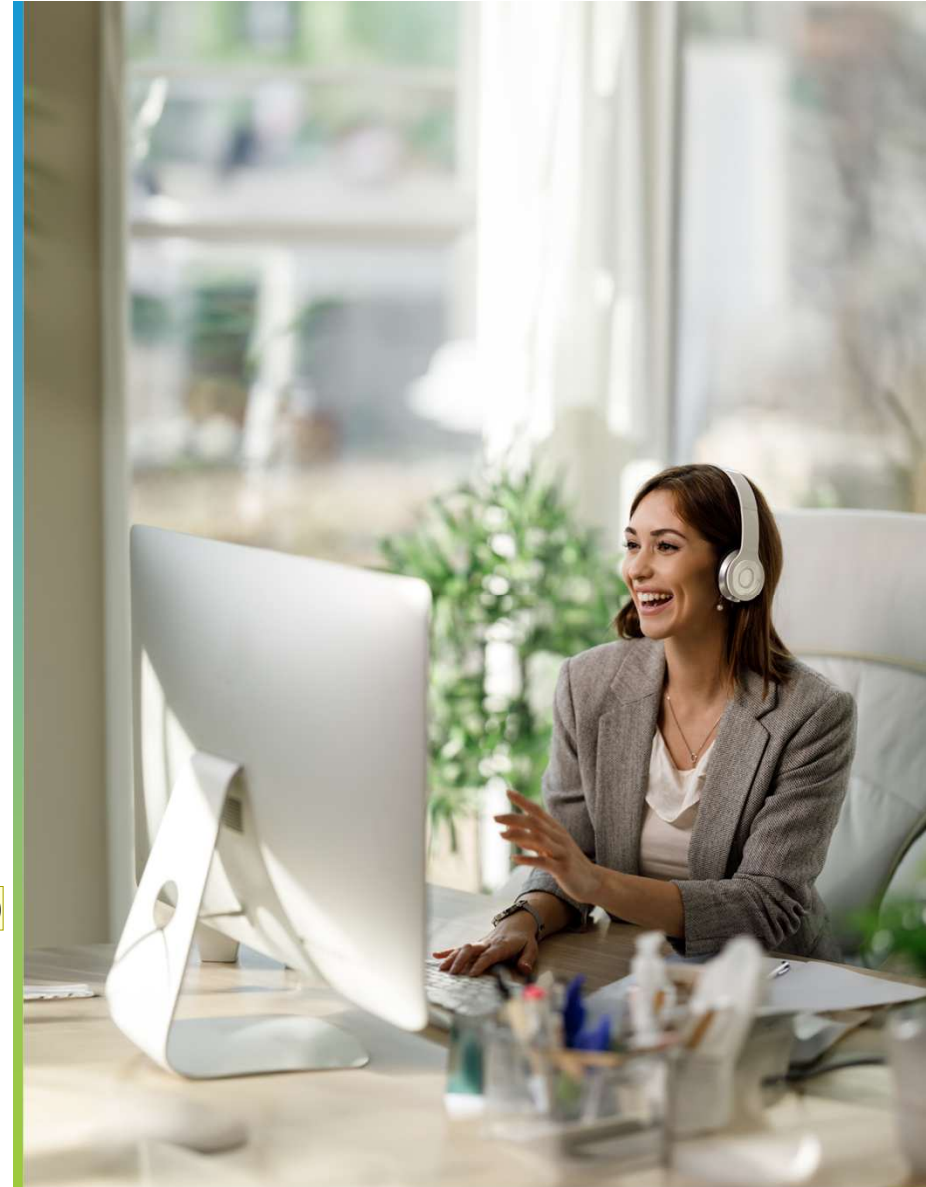
As a **consulting and systems integration services** company, Unipartner supports organizations to solve their digital innovation and continuous evolution challenges.

PG1

With **an extensive team of high-qualified consultants**, Unipartner has proven experience in financial services, public sector entities and large enterprise organizations

A team focus on **helping clients to innovate, evolve continuously, and exceed their goals** by providing strong support to differentiate and transform their organizations.

PG0



## Slide 2

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**PG0**

Não me parece que este parágrafo acrescente nada aos anteriores. Adicionalmente tornaria o slide mais light

Paulo Garcia; 2025-03-12T11:39:22.230

**PG1**

Sugiro que esta parte fica destacada a bold azul, seguindo o modelo dos outros paragrafos

Paulo Garcia; 2025-03-12T11:40:39.591



## Intranet

- Internal Communication Solution
- Designed for all employees, from information to factory workers
- Accessible by Computer, Tablets and Smartphones
- GenAI - Agent to support employees in their daily tasks





**Sumol Compal**

## **Smart Document Processing**

- Intelligent e-mail and document processing
- Supports multiple business processes
- Accelerates information extraction and process execution through AI
- Eliminates human processing errors



## Microsoft stack development

- The European Training Foundation (ETF) supports the transformation of education, training, and labour market systems in EU neighbouring countries.
- Unipartner selected for the Development in the Microsoft Ecosystem at ETF for 4 years
- Project includes digital innovation initiatives





**An Garda Síochána**

Ireland's National Police & Security Service

## **Document and Case Management**

- An Garda Síochána is the national police and security service of Ireland.
- Unipartner selected to implement and support a Document and Case Management Solution
- Analyzing usage for more internal Business Cases
- Contract for 5 years



Caixa Geral de Depósitos

## **New ways of work**

- One of the largest Portuguese financial groups with over 145 years of history and a strong international presence.
- Unipartner implemented a transformation program for around 8,000 CGD employees using Microsoft 365 productivity and security products.
- Adoption of Microsoft Copilot for M365 use cases increased productivity and reduced time in day-to-day tasks for various personas.
- A comprehensive change management process supported the entire program.





## Application Managed Services

- One of the largest global insurance and asset management providers, Generali Portugal is the second largest private player with a market share of around 30%.
- Unipartner has a team of over 50 people at Generali, divided into four technological pillars: .NET, Sitecore, Outsystems, and Salesforce.
- Application maintenance service manages over 30 critical assets.
- Advanced end-user support includes monitoring and incident support in production, with 24/7 standby.



**Região Autónoma  
da Madeira**  
Governo Regional

## Centralized GDPR Compliance and Certification

- The Regional Office for Digital Compliance, Data Protection, and Cybersecurity ensures GRM entities comply with data privacy and protection legislation.
- Unipartner partnered with GRM to implement a GDPR methodological framework, creating a compliance model and enhancing public knowledge about data protection.
- The project established a centralized GDPR management model for the entire region, promoting internal capacity building and external communication.
- It also enabled the creation of a GDPR certification program.





**EMPA**

ESTRUTURA DE MISSÃO  
PARA A PROMOÇÃO DAS  
ACESSIBILIDADES

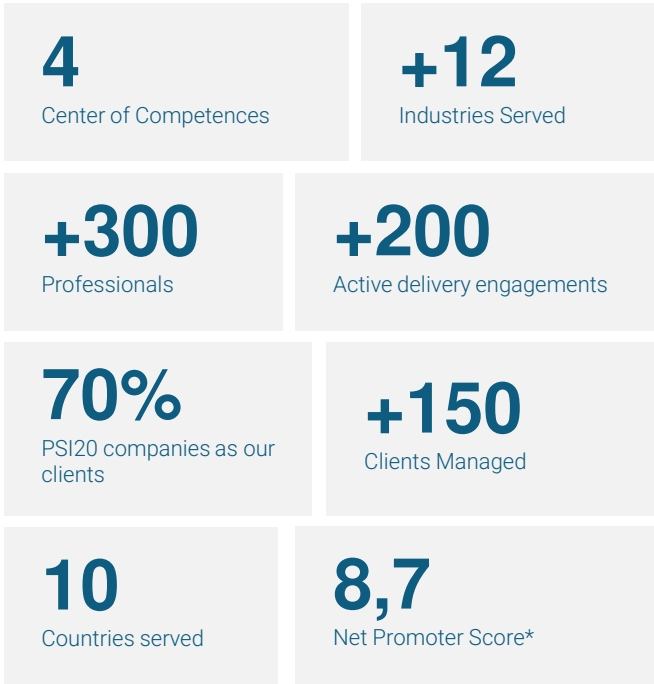
## Enhancing Accessibility and Inclusion

- The Mission Structure for the Promotion of Accessibility (EMPA) is a Portuguese public entity dedicated to promoting accessibility and inclusion for all individuals.
- Unipartner structured and systematized EMPA's business and operational processes and developed information systems to support its operations and stakeholder relationships.
- The project enhanced EMPA's ability to eliminate barriers and improve accessibility conditions in public spaces, buildings, transport, and media.
- It promoted equity and equal opportunities for the inclusion of all people.

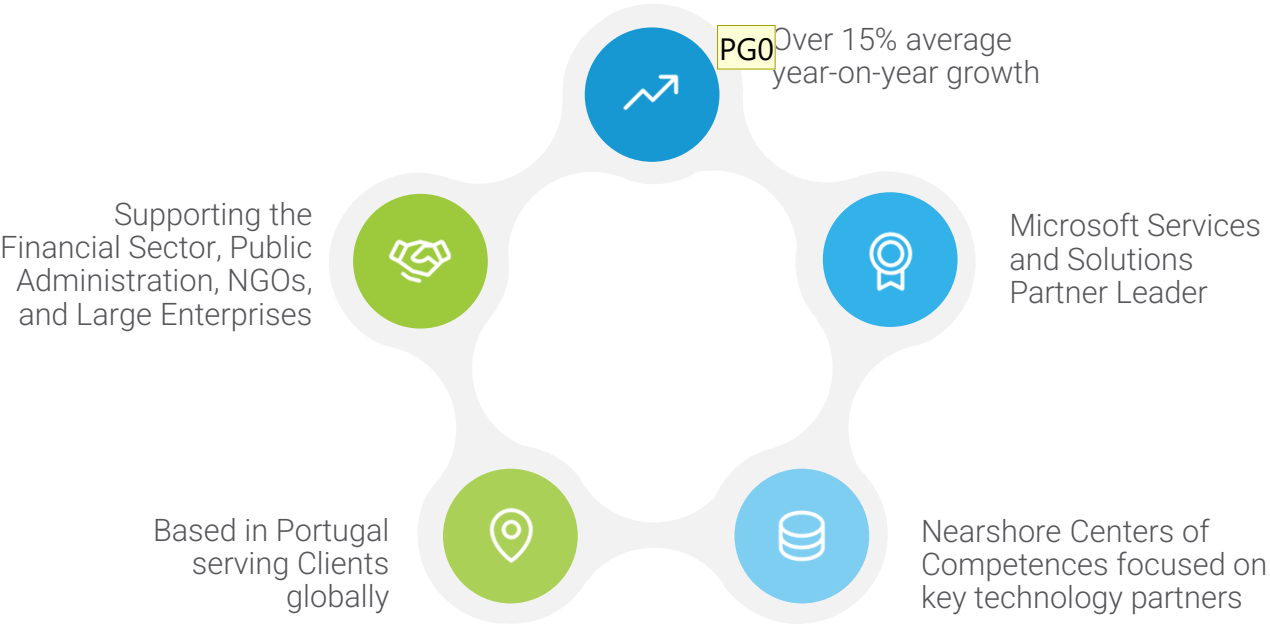


# Our Credentials

Our success is built on our ability to get to the heart of the issue and find the best solutions for our clients. Take a look at the relevant, leading credentials we've achieved since launching in 2015



\* 2024 customer survey



## Slide 11

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**PG0** Rever os icons, alinhando-os com o que estamos a transmitir

Paulo Garcia; 2025-03-12T11:49:30.063

**PG1** Colocar os 300 professionals como uma box na esquerda.

Paulo Garcia; 2025-03-12T15:20:42.157

**PG2** No lugar dos 300 professionals, colocar o "Over 15% average year-on-year growth"

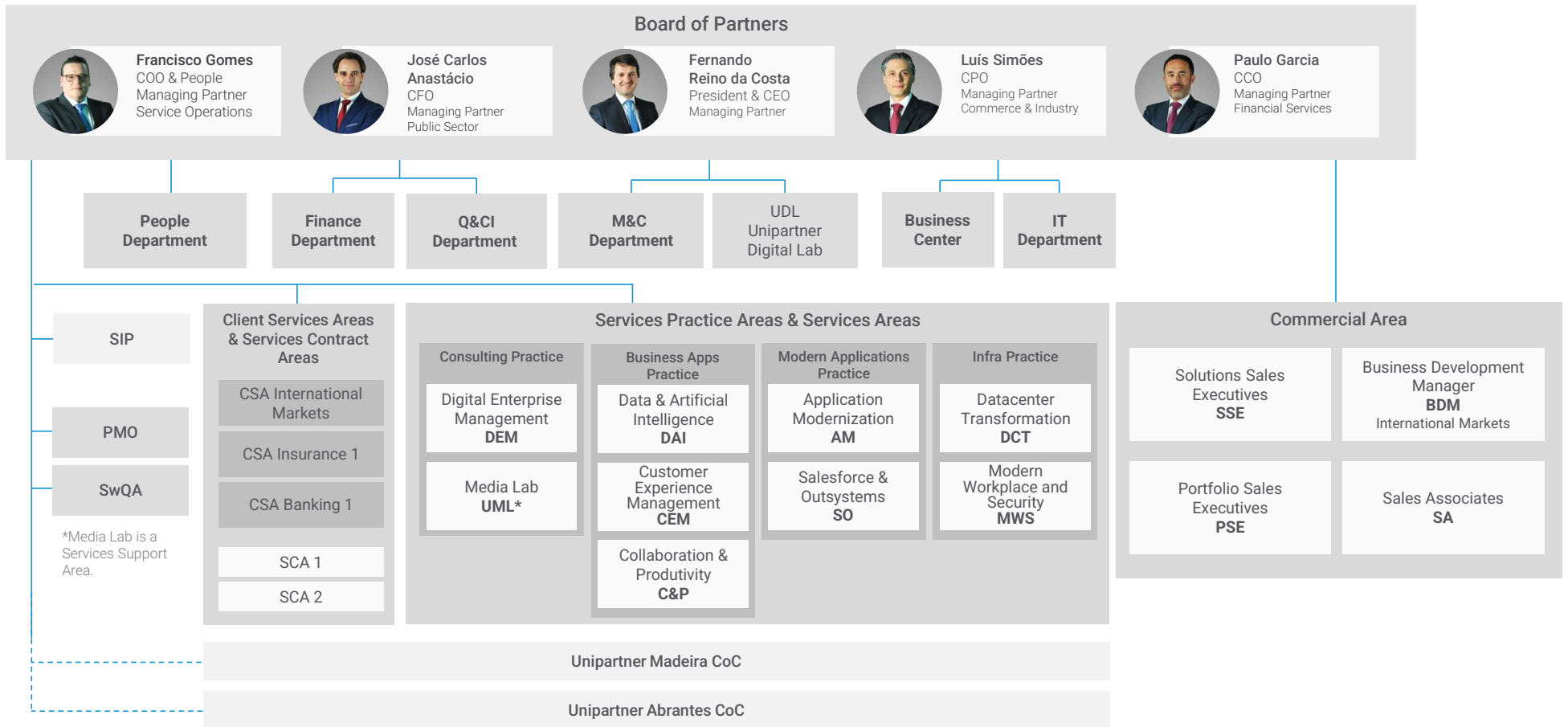
Paulo Garcia; 2025-03-12T15:21:17.652

**PG3** Outras credenciais para colocar em Caixa:

- 200+ active delivery engagements (validar numero com Fgomes/C Silva)
- 4 Center of Competences
- 12+ industries served

Paulo Garcia; 2025-03-12T15:28:10.655

# Organization chart





# Our Delivery Centers



## Oeiras, Porto Salvo, Headquarters, Portugal

Located in the vibrant Oeiras Valley tech hub, in the great Lisbon Area, our headquarters is the heart of our operations. This office is home to our executive team and central departments, driving innovation and strategic growth across all regions.

PG1



## Abrantes Center of Competence, Portugal

Our Abrantes office is a key player in our regional operations, focusing on customer support with 24x7 Operations. This team is dedicated to providing exceptional service.



PG2

## Funchal Center of Competence, Portugal

Situated in the picturesque city of Funchal, this center of competence specializes in the development of innovative technological solutions. Here, our team develops their expertise to deliver cutting-edge technologies and best practices.



## Madrid Center of Competence, Spain

Madrid is the base of our dynamic Spanish team, working on consolidating our presence and impact in the Spanish market. This team is passionate about delivering tailored solutions and building strong partnerships.

## Slide 13

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- PG0** Sugiro apresentar uma foto do Lagoas Park, substituir Lisbon por Oeiras.  
Paulo Garcia; 2025-03-12T11:55:43.025
- PG1** Sugiro "Located in the vibrant innovation hub of Oeiras Valley,..." . Sugiro retirar o bold e o sublinhado  
Paulo Garcia; 2025-03-12T11:57:34.899
- PG2** Esta foto não é do Funchal  
Paulo Garcia; 2025-03-12T11:58:00.899
- MD2 0** A fotografia foi tirada de um site de visitas guiadas da madeira :) é a câmara dos lobos  
Mariana Dias; 2025-03-12T17:38:40.083

# Reference Clients by Industry

Unipartner is creating a positive impact on reference entities by supporting them in their digital transformation journey, showcasing our diverse portfolio of successful projects across various industries, highlighting our expertise and trusted partnerships with leading organizations.

Banking	Insurance	Energy & Utilities	Healthcare
Banco Montepio          EuroBic	GENERALI TRANQUILIDADE          ASF Autoridade de Supervisão de Seguros e Fundos de Pensões	REN          REPSOL          AGUAS de PORTUGAL	LUZ SAÚDE          Bial          HOSPITAL Garcia de Orta
CA Crédito Agrícola Um grupo ao seu lado.          SIBS FORWARD PAYMENT SOLUTIONS™	LUSITANIA          ageas portugal          mudum Companhia de Seguros	galp          EDA          edp          prio	FERRING PHARMACEUTICALS          CHUC          CENTRO HOSPITAL UNIVERSITÁRIO DE LISBOA CENTRAL
Caixa Geral de Depósitos          access			Oeste
Credibom          NOVO BANCO			SPMS          MEDICARE
EUROPEAN CENTRAL BANK          BANCO DE PORTUGAL			CENTRO HOSPITALAR de LISBOA OCIDENTAL          Centro Hospitalar do Algarve
bankinter.          BNFBANK			HOSPITAL da Senhora da Oliveira
Millennium          Millennium bcp          UCI			UNIDADE LOCAL DE SAÚDE LITORAL ALENTEJANO          Hospital Espírito Santo
Montepio Crédito          Associação Mutualista Montepio			UNIDADE LOCAL DE SAÚDE BARCELOS / ESPOSENDE          UNIDADE LOCAL DE SAÚDE SANTO ANTÓNIO
oney          bancoctt          321crédito			UNIDADE LOCAL DE SAÚDE ARCO RIBEIRINHO
EURONEXT          BiG          BP			CENTRO HOSPITALAR de SETÚBAL
Government	ONGs & Global Organizations	Local Government	Manufacturing & Transformation
dgae          ETF          AUTORIDADE DA CONCORRÊNCIA	GeSI          FUNDAÇÃO CALOUSTE GULBENKIAN          United Nations	CASCAIS          MUNICÍPIO DE VISEU          Câmara Municipal Lisboa	AMORIM          tecnovia          KIER
EU-LISA          An Garda Síochána          EMPA		GOVERNO DOS AÇORES          ALRAA          Região Autónoma da Madeira	FERRERO          Benjamin Moore
ESPA          INSTITUTO DO EMPREGO E FORMAÇÃO PROFISSIONAL          SECRETARIA-GERAL			NAVIGATOR          Sumol Compal
OECD          Direção Geral de Energia e Geologia          EUIPO			GLORY
SANTA CASA          PLANAPP          ANACOM			
INSTITUTO DE INFORMATICA          IGF          cobe			



# Our Services Catalog

Service Lines



## Slide 15

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**PG0**

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Paulo Garcia; 2025-03-12T12:24:09.727

# Our Portfolio Offerings

Solutions' offerings

Our portfolio includes several Innovative High-Value Industry Specific Solutions.



## Public Sector Solutions

- Public Sector Case Management
- Public Sector Document Management
- Citizen Interaction Management



## Financial Services Solutions

- Financial Omnichannel Solution
- CRM for Banking
- CRM for Insurance
- Digital Contract Solution
- Risk Intelligence Solution



## Cross Industry Solutions

- Automated Contact Center
- Sustainability Data Estate
- Complaints Management Solution
- Productivity Solutions

**MD0** Quanto às soluções, validar os nomes, sem bem que isto ainda é WIP

COMENTARIO PAULO GARCIA

Mariana Dias; 2025-03-13T10:03:22.030



# Unipartner's Microsoft Expertise

A strategic relationship of great alignment and proximity, with much success in helping different industries innovate.

PG1

Unipartner is a key enterprise Microsoft Partner with a strong and unique positioning, a wide certified expert base and a recognized experience in managing large and complex projects. Throughout the years, Unipartner has been recognized with multiple Partner of the Year Awards, Partner Designations and Specializations as a result of its commitment and constant investment in its consulting team.

**5**

Partner Designations

**+270**

Microsoft consultant certifications

**7**

Consulting offers on the MSFT marketplace

**+10000**

M365 seats deployed

**13**

Partner of the Year Awards

**10**

Specializations

**45\***

Fast track ready partner

**+4000**

Copilot 365 seats engaged

**unipartner.**

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## Slide 17

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**PG0** Acho que este parágrafo pouco acrescenta.

Paulo Garcia; 2025-03-12T12:39:52.204

**PG1** Sugestões de diferenciadores para novas caixas:

- (number) of Microsoft certified consultants (perguntar ao Raul)
- 7 Consulting offers on the MSFT marketplace
- (number) of M365 seats deployed (perguntar ao Fgomes no Partner Center)
- (number) of
- Fast track ready partner. AI Design Win partner.
- + 4000 Copilot 365 seats engaged. Copilot jumpstart ready partner
- Microsoft Preferred Services

Partner

Paulo Garcia; 2025-03-12T13:03:08.382

# Key Partners

Our strategic partnerships amplify our capabilities, enabling us to deliver top of the line solutions and drive mutual success. By collaborating with industry-leading companies, we enhance collaboration, innovation and ensure successful projects for our clients.

## Strategic Partners



## Solution and Technology Partners



## Institutional Partners



## Slide 18

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**PG0**

Uniformizar se usamos ou não o underline

Paulo Garcia; 2025-03-12T12:37:04.640



# Our Certifications

Unipartner has an extensive team of high-qualified consultants with vast experience and the highest credentials from various bodies of certification, that guides their work towards achieving the goals and needs of their customers.



## Integrated Management System

One of the first IT organizations to achieve, from APCER, the singular combination of ISO 9001:2015, ISO 27001:2022, ISO 27701:2019 and ISO 20000-1:2018 certifications and one of the few in a restricted list in Portugal.



## Project Management Certifications

PMO and Unipartner senior project managers are certified for Project Management by IPMA.



## Organizational Change Management Certifications

Unipartner has Change Management consultants certified with Prosci® Change Practitioner.



## GNS – Industrial Security Accreditation

The National Security Authority has certified Unipartner based on the security of Classified Information at a National Secret and EU Secret scope when providing goods or services.



## ITIL Certifications

Our consultants have continuous training and have achieved the certifications in ITIL V4 Foundation Certificate in IT Service Management and ISO/IEC 20000 Practitioner Certification.



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**Award**

# Sustainability Partner of the Year 2024



## Our Commitment to Sustainability and Innovation

Unipartner has a strong and long-lasting commitment to sustainability, promoting digital innovation as a key enabler for a more sustainable and responsible world.

Unipartner is a member of the board of the Global Enabling Sustainability Initiative (GeSI), a global organization that aims to promote economic, environmental, and social sustainability through responsible and ICT-based transformation. In 2023, Unipartner achieved the "Pioneering" certification level, the third of four levels, in the Digital with Purpose Performance Framework delivered by GeSI.

Additionally, we became a member of the European Green Digital Coalition (EGDC) and committed to the Science Based Targets initiative (SBTi), reinforcing our dedication to environmental sustainability.

Unipartner is also a partner organization of the Global Innovation Hub of the United Nations Climate Convention (UNFCCC) and actively participates in its Systemic Innovation Workshops aimed at accelerating the green agenda and in the COP worldwide event.

In 2024, Unipartner was recognized with the Microsoft Sustainability Partner of the Year Award.



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## Slide 20

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**PG0**

Rever estes slide para ser um slide resumo sobre Sustainability and Innovation, fora do tema de credenciais  
Microsoft

Paulo Garcia; 2025-03-12T13:05:09.636

# Exame's Best Place to Work Award

Unipartner is proudly recognized for the second time as one of the **Top 25 Best Companies to Work** in Portugal.

This award, presented by the renowned business magazine Exame, acknowledges organizations that offer a supportive work environment, prioritize employee well-being, encourage career growth, and foster a responsible approach towards their employees and society.

This recognition reflects our strong commitment to cultivating a culture that prioritizes the well-being of our collaborators while promoting innovation and flexibility in the workplace. Unipartner remains dedicated to fostering a culture of excellence and collaboration where inclusivity and diversity are respected and valued. Every year we implement several initiatives to foster our team well-being and professional and personal growth.

## Well-being, professional and personal growth programs

**Mentoring Program**

**Your Future is Now!**  
Education Support Program

**Mental Health Initiatives**

**Happy and Healthy @  
Home and Office**





# People, Sustainability and Digital

Thank you!

[contact@unipartner.com](mailto:contact@unipartner.com)

