




Under the highest industry standards for business consulting:

**MANAGEMENT CONSULTING & BUSINESS ENABLEMENT**



EXPERTS IN BACKOFFICE OPERATIONS



We serve  
**The United States  
Iberoamérica &  
The GCC Region**

AN INITIATIVE CREATED BY

We are a VERIFIED COMPANY by



Inter-American Development Bank

# Value Proposition

*Management Consulting & Business Enablement Managed Services*<sup>1</sup>

- We provide **management consulting and managed services that help organizations work better.**
- We are **experts on the matters important to Management and the “back-office” of organizations** (Commercial Operations, Finance, Human Resources, Procurement, Administration, Financial Services, Operations and Shared Services).
- We work with clients in the **United States, Iberoamérica (LATAM + Spain), and the GCC Region in the Middle East**, leveraged by the new technologies that allow to **deliver our services remotely or with low physical presence**, combining different methodologies and capacities with tele-presence and collaborative technologies.
- Our base is **at the center of the Americas (UTC-6)** allowing us to support **all time zones where we work.**
- We function under **the highest global standards** of the consulting industry (**CMC-Certification and ISO 20700**) and of operational excellence (**APQC, SSON and PEX Network**).
- **Verifiable success stories** in the projects and services we have accomplished.
- We have geographical, technological and methodological alliances that allow us to **solve your ‘end-to-end’ needs** in any location and a wide array of specialization fields.
- Our access to a **global network of expert consultants** in different specialties **ensure the caliber and quality** of working with us.
- We are partners with **the best global technologies for automation and digital transformation** in an efficient, effective and scalable manner. Our ecosystem is constantly renewing its capabilities.
- **High flexibility:** we handle your projects and managed services in **multiple delivery formats, tailoring** to your specific needs.
- **One Stop Shop:** strategy, processes, change management and technologies provide our clients with **an integral and turn-key approach.**
- We go beyond a recommendations report, accompanying you in the **last mile delivery** of your initiative and leave you operating in a stable manner.

<sup>1</sup> **Enabling Services:** Services designed to transfer skills and operational capacity to the Client. It can include outsourced or managed services, but with the ultimate goal of training and transferring the client.

# About Us

## Founder and Managing Director:



Otto Acuna, IEng, MBA, CSSBB, CMC

- Founder and CEO of **EXYGE**, A Latin American consulting firm and **e-Consulting Global Solutions**, a company from Estonia that helps consulting companies to compete better.
- Pioneer in the accreditation of global standards in Ibero-America (**International CMC-Certified Consultant / Trainer for ISO 20700**).
- Ten years collaborating with the **ICMCI (International Council of Management Consulting Institutes)** where he has served in different positions (Lead Auditor for the evaluation of National Consulting Institutes, ISO 20700 Trainer for Spanish language, Chairperson of the CMC-Global Institute, among others).
- Founder of the Ibero-American Association of Business Management Consulting (project in the making).
- **More than 25 years of experience in Management Consulting**, where he has led over 200 projects throughout his career, many of them involving business improvement initiatives in multinationals, regional companies and local organizations.
- Columnist on Operational Improvement, Business Management and Consulting for NearShoreAmericas and Arabian Business.
- Prior to EXYGE and e-CGS, he worked for Deutsche Post DHL, PricewaterhouseCoopers, Chiquita Brands International, some banks and financial groups.

### Consultoría de gestión empresarial bajo los más altos estándares y certificaciones

Following the highest standards of the industry



### Specialized outsourcing of specific business functions

Foreign Account Tax Compliance Act  
**FATCA**  
**CRS**  
 REGULATORY REPORTING FOR ANY COUNTRY AND JURISDICTION

REPORTING AND CONTROL OF OUTSOURCED KPI TO ENSURE QUALITY, CONSISTENCY AND INDEPENDENCE IN ANALYSIS

|                                    |                               |  |
|------------------------------------|-------------------------------|--|
| Use Responsive LMS                 | Allow anytime-anywhere access | Chunking down into microlearning           |
| Enable just in time learning       | Use e-learning gamification   | Induce competition                         |
| Offer adequate support to learners | Make it social                | Continuously measure the learners progress |

E-LEARNING INFRASTRUCTURE AND SERVICES FOR REGULATORS | BANKING | PHARMA | HEALTH | HR | PROFESSIONAL ASSOCIATIONS | SMBs

### Multiple technological alliances that allow us to accompany you in the "Last Mile" of implementation in different ways – with different delivery models.

**BAUTOMATE**  
 INTELLIGENT BUSINESS AUTOMATION  
 HYPER-AUTOMATION LINKING MULTIPLE TECHNOLOGIES SIMULTANEOUSLY  
 BPM – RPA – ERP – IA – OCR – IVR

**netoloji**  
 PROCESS AUTOMATION AND DOCUMENT MANAGEMENT WITH CONNECTIVITY TO ERPs

**DaMap**  
 AUTOMATED RECONCILIATION IN FINANCE, BANKING AND OPERATIONAL AREAS

**kissflow**  
 Digital workplace  
 Reduce Chaos. Celebrate Work.  
 LOW-CODE / NO-CODE AUTOMATION OF PROCESSES

**apromore**  
 PROCESS MINING – ACTIVE OPERATIONS MONITORING – SIMULATION

**caspio**  
 PROCESS APPYICATION

**BLACKLINE**  
 ACCOUNTING AUTOMATION  
 AFFILIATE OF

**Bitrix24**  
 CRM, TASK AND PROJECT MANAGEMENT, AUTOMATION AND COLLABORATIVE ENVIRONMENT  
 THE DISCOVERY AI  
 PRIVATE AND CUSTOM AI MODELS FOR ENTERPRISE USE

**TRANSPARENCYLAB**  
 AI-ENABLED CHANGE MANAGEMENT

**+ a b l e a u**  
 REPORTING, DASHBOARDS AND VISUALIZATIONS

### Methodological and geographical alliances to provide services globally with experts in a wide range of disciplines.

**Effective Managers**  
 "ACCOUNTABILITY" FOR BOSSES AND MANAGERS

**e-Consulting Global Solutions**  
 METHODOLOGIES AND TECHNOLOGY FOR CONSULTANTS

**CVS/OCAI**  
 CULTURE FOR ORGANIZATIONAL EFFECTIVENESS

KPI'S, BEST PRACTICES AND INTERNATIONAL BENCHMARKING  
**APQC**  
 AMERICAN PRODUCTIVITY & QUALITY CENTER  
 Make Best Practices Your Practices™

THE GLOBAL VOICE OF MANAGEMENT CONSULTING  
 RECOGNIZED BY:  
 • UNITED NATIONS  
 • EUROPEAN BANK FOR RECONSTRUCTION AND DEVELOPMENT  
 • INTERNATIONAL ACCREDITATION FORUM  
 • ISO ORGANIZATION



## ....in summary:

- We help organizations both private and public to work better through process improvement, transforming how people work and applying the right technology for each client.
- We are experts in Back-Office operations and business management.  
Finance & Administration | Human Resources | Procurement | Operations | CRM & Commercial Operations | Shared Services | Banking & Financial Services
- We use technology intensively to deliver virtually or with low physical presence.
- Highly practical but ALWAYS with a robust methodological base
- We also do “business enablement” services (specialized outsourcing to implement quickly and transfer knowledge and capabilities to clients)



# Clients

10% GOVERNMENT, NON-GOVERNMENTAL ORGANIZATIONS AND EDUCATIONAL INSTITUTIONS

45% BANKING AND FINANCIAL SERVICES

45% INDUSTRY, COMMERCE AND SERVICES



**ASOCIACIÓN COSTA RICA POR SIEMPRE**  
CONSERVATION OF MARINE AND TERRESTRIAL ECOSYSTEMS

**CEJIL**  
CENTRO POR LA JUSTICIA Y EL DERECHO INTERNACIONAL  
• Washington, D.C. • Sao Paulo • Buenos Aires • San José •  
LITIGATION OF HUMAN RIGHTS CASES AT THE INTERNATIONAL COURT

**MTSS**  
CR MINISTRY OF LABOR

**OIT**  
Organización Internacional del Trabajo  
INTERNATIONAL LABOR ORGANIZATION

**IIDH**  
Instituto Interamericano de Derechos Humanos  
INTERAMERICAN INSTITUTE OF HUMAN RIGHTS

**GRUPO FINANCIERO IMPROSA**  
Investment Banking  
REIT | BROKERAGE | FACILITIES | SSC

**GRUPO FINANCIERO AMERICA**  
**fiserv.**  
Financial Group  
CORPORATE AREAS | SHARED SERVICES ORGANIZATION

**GRUPO FINANCIERO**  
**Desyfin**

**BAC**

**Credecoop**  
Solidez y Confianza

**Cooperativa Universitaria**  
de Ahorro y Crédito R.L.

**fidéлитas**  
Universidad  
LEADING UNIVERSITY IN ENGINEERING IN CR

**IICA**  
INTERAMERICAN INSTITUTE OF AGRICULTURAL COOPERATION

**ACM**  
ASSOCIATED COLLEGES OF THE MIDWEST  
20+ SMALL COLLEGES CONSORTIUM

**Dos Pinos**  
...siempre con algo mejor.

**gsk**  
GlaxoSmithKline

**Lumiance**

**Insta Masa.**

**Nutricare**  
Salud Integral

**IVICON**

**HAVELLS**

**Florida Bebidas**

**color visión**  
s.a.

**CONOBRA**  
OBRAS QUE TRASCENDEN

**STEIN CORP.**

**GARNIER & GARNIER**  
DEPARTAMENTO INMOBILIARIO

**SYLVANIA**

**ALIGN TECHNOLOGY, INC.**

**invisalign**

**iTero**

**GRUPO QUALITY MOTORS**

**VAPENSA**

**Globeleq Mesoamerica Energy**

**Deutsche Post DHL**

**AVON**  
the company for women

**avianca**

**cleanco**  
clean construction

**ABOGADA ALEXANDRA AMIGRATION LAW**



# Only ones certified CMC in Latin América

We have the same credentials as the CMC-Certified Consultants from the Management Consulting Institutes in the yellow areas of the map.



## Why does the CMC Certification matter for clients?

- LEGALLY RECOGNIZED DESIGNATION FOR PERFORMING MANAGEMENT CONSULTING
- IT HAS A CLEAR AND STANDARD BODY OF KNOWLEDGE ACROSS GEOGRAPHIES
- REPEATABLE PROCESSES AND METHODOLOGIES TO PERFORM CONSULTING (ALIGNED WITH ISO 20700)
- MINIMUM REQUIREMENTS ON EXPERIENCE AND PERSONAL COMPETENCIES' CALIBER
- FORMAL EVALUATION OF QUALIFICATIONS
- MINIMAL REQUIREMENTS THE ONGOING PROFESSIONAL DEVELOPMENT AND INDIVIDUAL UPSKILLING
- ACCOUNTABLE TO COMPLY WITH A CODE OF CONDUCT



The CMC Certification ensures the

**Quality | Experience | Caliber | Ethical Behavior | Dedication to the Profession | and Ongoing Re-Training and Upskilling**

ANNUAL ACCREDITATION OF A MINIMUM OF 1200 HOURS  
 IN PROJECTS AND INVOLVEMENT WITH THE BUSINESS  
 CONSULTING INDUSTRY

# What we do?

## SOLUTIONS BY INDUSTRY VERTICALS IN CONSULTING AND OPERATIONS

Banking and Financial Services

Shared Services and Corporate BackOffice

Verticals per specific Functions:

Procurement

Human Resources

Finance and Accounting

CRM and Commercial Management

Regulatory Compliance

After-Sales and Client Support

Banking operations

Commercial and Regulatory e-learning

Voice of the Customer (VoC) and NPS

## CONSULTING AND IMPLEMENTATION

### Management's performance

Strategic analysis, operational and managerial effectiveness, risk management through ISO 31000, Int'l stds benchmarking, management by KPIs, consulting category procurement through best practices (ISO 20700)

### Operations, Efficiency and Processes

Automation, process mining, data analytics, cost reduction, application of processes best practices for any functional area, back-office operations, practical and accelerated digital transformation and process digitization.

### Change, Organization and Culture

Change initiatives, operational efficiency culture change, fostering innovation culture, digital mentality, organizational restructuring, planning for the organization of tomorrow

## OPERATIONS BUSINESS ENABLEMENT MANAGED SERVICES

Outsourcing of critical processes based on knowledge (KPO), integrated with managed turn key digital solutions provided mostly on cloud.

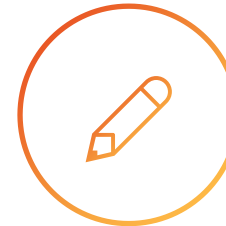
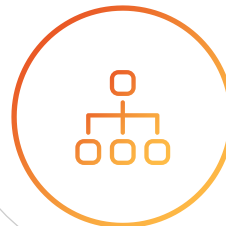
FATCA and CRS (Common Reporting Standard) reporting for any country in the World

Digitization of processes through Low Code / No Code process automation, purposed-built AI, process mining and other technologies

e-learning, micro and social learning

Analytics and Reporting as a service, with AI driven ETL environments.

Collaborative environments to transform how organizations communicate, interact, manage projects, workgroups and tasks.



# Access to Expert Resources and State-of-the-Art Digital Platforms

Through the alliance with [e-Consulting Global Solutions OÜ](#), a B2B company serving the Consulting industry based in Estonia, **we have access to the latest technologies and platforms** to improve the way our clients work, and to expert resources specialized in a wide range of specialties, who complement our local team in highly specialized projects, such as tailored digital transformation.



ALL OF OUR CONSULTANTS ARE TRAINED IN [ISO20700](#)

OUR PROJECT MANAGERS ARE INTERNATIONALLY CERTIFIED WITH THE [CMC-CERTIFICATION](#) BY ICMCI (INTERNATIONAL COUNCIL OF MANAGEMENT CONSULTING INSTITUTES)

#WeLevelThePlayingField4You

**e-CGS is your “one-stop-shop” for leveraging your practice and services portfolio with technological effective tools and innovative methods that “level the playing field” so that you can compete better:**



#WeHelpYouGoDigital

**These are some of the capabilities that can be sourced with an alliance and provide a ‘fast-track’ route to innovation :**

**Operations & Processes Consulting**

- Workflows & BPM capabilities coupled with document management and electronic signatures.
- Process Mining (automated process discovery, reporting and simulation)
- CRM for commercial Operations
- Robotics Process Automation (RPA)
- Best Practice database (APQC)
- Reporting and Analytics
- Digitizing consulting processes to save consultant’s time on projects.

**People and Change**

- Automation of HR Operations
- AI-powered change management
- Collaborative environments
- Competing Values Framework / OCAI organizational culture processing – completely automated and sub-culture splitting by departments
- HR Analytics
- HR Predictive Analytics
- e-Learning infrastructure and capability development
- Specific Organizational Development methodologies with SaaS tools that support the automation at:
  - Diagnostic
  - Design phase (simulation of optional changes)

**Add specialized experience for new clients with special industry needs :**

- Procurement
- Logistics
- Commercial Ops
- Accounting
- Collections
- FATCA / CRS Reporting for Financial Institutions

**Using 2nd Floor Consulting (Consultant to your consultants in specialized topics, inside or outside a specific project)**

- BackOffice Operations
- Banking and Finance Ops
- Shared Services Centers
- Risk & Compliance
- Sustainability and Circular Economy
- ISO standards (20700, 9001,14001, 28000, 50001, 18788), BASC and C-Neutrality



# Execution Capacity at your Side

## Business Enablement Managed Services

Our personnel has training and implementation, operation and know-how transfer capacity in a wide range of methodologies and technological platforms, that we can also operate partially or in total for some of our clients. This is the difference between only recommending / implementing and **ENABLING** your Company in that solution We work 'shoulder to shoulder' at your side until your initiative is functioning in a stable manner and your team has become proficient and autonomous.

### Process Automation

**kissflow**  
BPM – WORKFLOW MANAGEMENT  
COMPATIBLE WITH ANY PLATFORM

**DocuSign**  
LEADER IN APPROVAL AND  
SIGNATURE PROCESS AUTOMATION

**Bitrix24**  
COMPLETE DIGITAL TRANSFORMATION  
INTRANET / EXTRANET / CRM OMNICHANNEL  
/ BPM / YOUR ENTIRE OPERATION IN ONE PLACE

**BLACKLINE**  
AUTOMATION OF THE ACCOUNTING CYCLE

**netoloji**  
BPM Y GESTION DOCUMENTAL  
FLEXIBLE Y MULTILINGÜE

**BAUTOMATE**  
INTELLIGENT BUSINESS AUTOMATION  
BPM, OCR, ANALYTICS & RPA ORCHESTRATION  
FOR COMPLEX TRANSACTIONAL  
ENVIRONMENTS (HYPER-AUTOMATION)

**caspio**  
LOW-CODE/NO-CODE APP BUILDING

### ANALYTICS: Data Cleansing and Transformation, Analytics, Mining and KPIs.

**Bitrix24**  
BUILT-IN BUSINESS INTELLIGENCE ENGINE  
AS PART OF THE PLATFORM

**FATCA & CRS REPORTING**  
TURNKEY REGULATORY  
COMPLIANCE FOR SMALL AND  
MEDIUM-SIZED FINANCIAL  
INSTITUTIONS

**+ a b i e a u**  
REPORTING, ANALYTICS AND DASHBOARDS  
GARTNER VISIONARIES QUADRANT

**apromore**  
Leading-edge, open-source process mining  
PROCESS MINING AND OPERATIONAL  
COMPLIANCE, DATA ANALYTICS AND SIMULATION,  
ASSISTED BY IA.

CLEANING AND DATA TRANSFORMATION+ ANALYTICS WITH EXCEL AND PLUGINS

EXTRACT, CLEAN, REPORT, AND ANALYZE DATA SECURELY THROUGH ARTIFICIAL INTELLIGENCE (CAPACITY TO DEVELOP AS TECHNOLOGIES ADVANCE)

### SPECIALIZED VERTICALS: HR, Change Management & e-Learning

**kissflow**  
BPM – AUTOMATION OF HR REQUESTS AND OTHER PROCESSES

**TRANSPARENCYLAB**  
AI POWERED CHANGE MANAGEMENT & AUTOMATION  
we automate consultancy

**Paperless-ngx**  
DOCUMENT MANAGEMENT SYSTEM

**exyge learning**  
TURNKEY E-LEARNING  
UNDER YOUR OWN BRAND AT VARIOUS SERVICE LEVELS  
GAMIFICATION | MICRO-LEARNING | HYBRID | BLENDED

**TalentLens**  
EVALUATIONS THROUGH PSYCHOMETRICS  
Pearson TalentLens

**e-Learning DIRECT**  
E-LEARNING INFRASTRUCTURE FOR COMPANIES & TRAINERS  
By e-Consulting Global Solutions DD

### Ambientes Colaborativos para mejorar la interacción y el trabajo de las personas

**Bitrix24**  
COMMUNICATIONS | INTERNAL WALL | VIDEO CONFERENCES BETWEEN USERS | PROJECT, WORKGROUP & TASK MANAGEMENT | DOCUMENT STORAGE, SYNCHRONIZATION AND MANAGEMENT | PRIVATE BUSINESS CHAT | TELEPHONY AND INTEGRATED PBX

**SYNOLOGY OFFICE** – APLICACIONES DE OFICINA, NOTAS Y CHAT PRIVADO

**kissflow Digital workplace**  
Reduce Chaos. Celebrate Work.

**THE DISCOVERY AI**  
HIGH-VALUE USE CASES SPECIALIZED IN HR MANAGEMENT

### Commercial Management, CRM and After-Sales

**Bitrix24**  
OMNICHANNEL CRM + ECOMMERCE + WEBSITE + DIGITAL CENTRAL + IVR + SOCIAL NETWORKS + MOBILE DEVICES + HELPDESK HELP DESK + VIRTUALIZED SERVICE

**netoloji**  
CUSTOMER AND VENDOR REQUESTS AND APPROVALS

**vtiger CRM**  
FULLY CONFIGURABLE CRM IN PRIVATE / INTERNAL CLOUD

**kissflow Digital workplace**  
Reduce Chaos. Celebrate Work.  
CREATION OF APPS FOR KYC FORMS, VISIT REPORTS, DISCOUNT REQUESTS, CUSTOMER MASTER AND INTERACTION WITH INCOME CYCLE SYSTEMS.

**THE DISCOVERY AI**  
HIGH-VALUE USE CASES SPECIALIZED IN COMMERCIAL MANAGEMENT

### SPECIALIZED VERTICALS: Reconciliation, Sourcing and Customer Service

**Fullstep**  
Optimizamos sus costes  
END-TO-END PURCHASING AND SOURCING

**caspio**  
BUILDING CUSTOM APPS FOR SHOPPING AND SOURCING

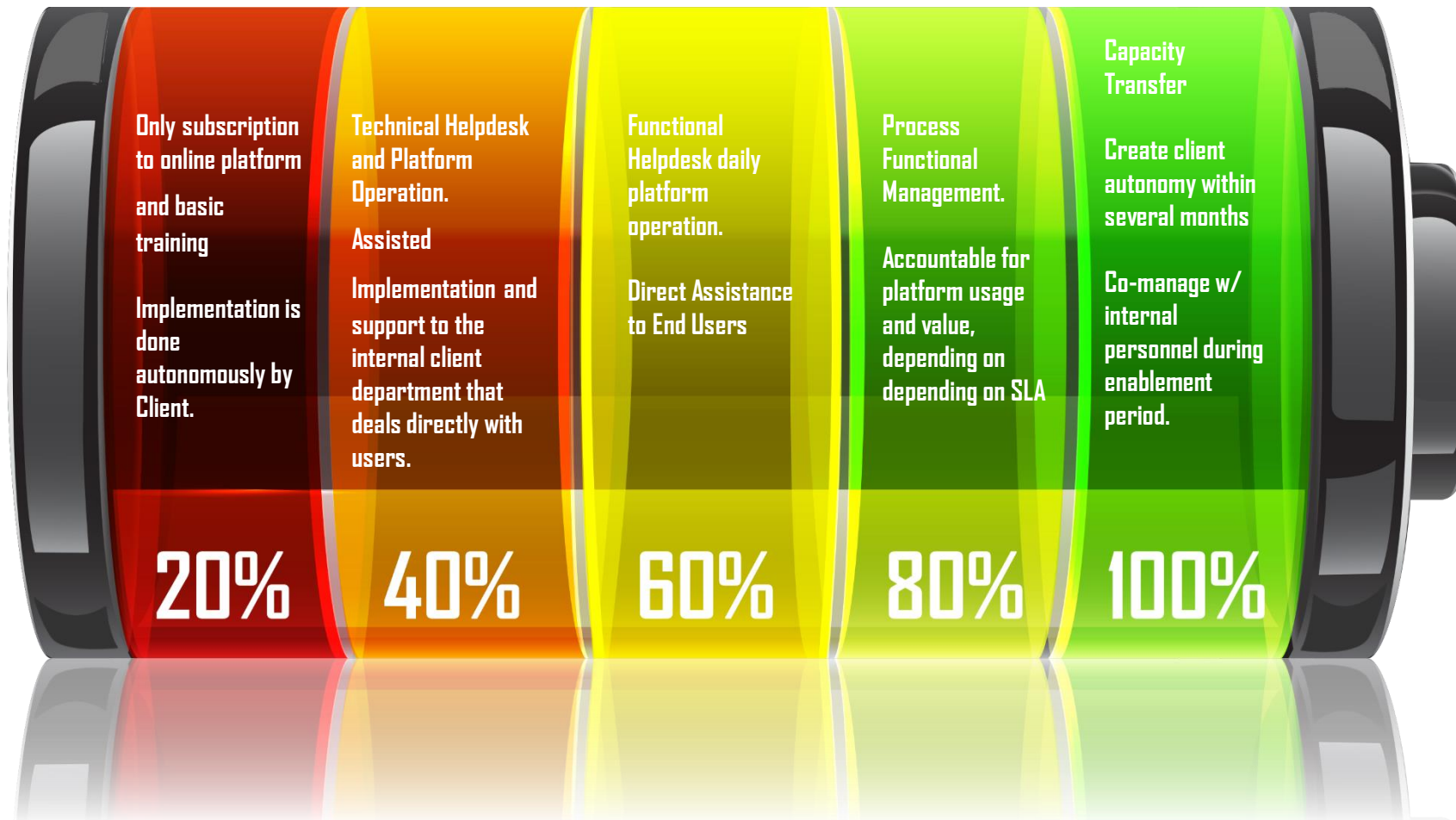
**kissflow**  
AUTOMATION OF THE EXPENDITURE CYCLE, PRODUCT CATALOG, SUPPLIER MASTER, PURCHASE ORDERS, DISCOUNTS AND DISPUTES

**DaMap**  
AUTOMATED RECONCILIATION IN FINANCE, BANKING AND OPERATIONAL AREAS

# Levels of Service

## Business Enablement Managed Services

If your team is busy with other priorities or if you need to develop your own team, We will support you until you do, working at your side.



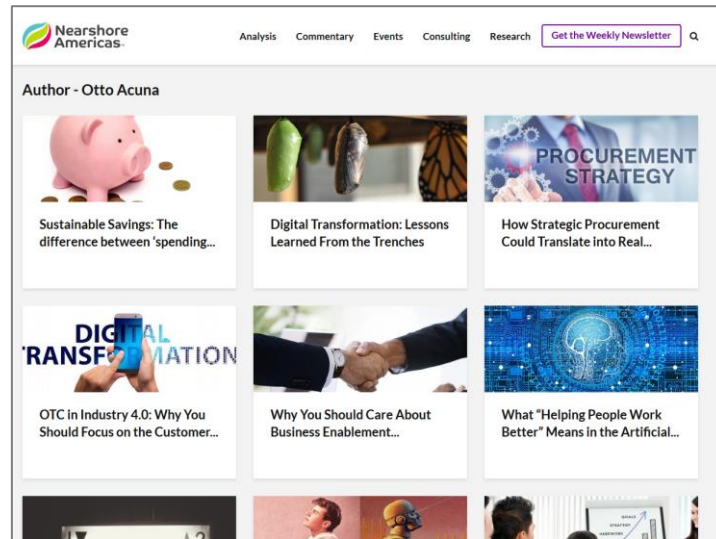
If you have a robust internal team, you will only need training and transfer of Know-How.  
**We have different levels of assistance and engagement depending on your needs.**

# Our Thought Leadership

*What we believe in to help you work better*

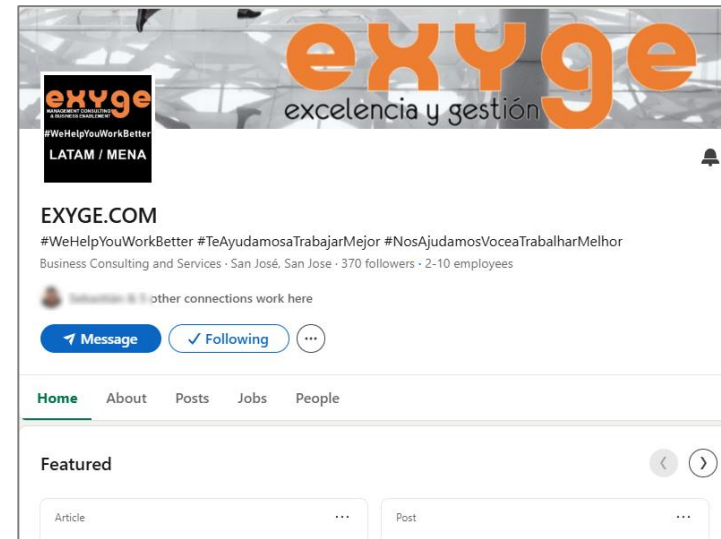
If you would like to know our view in a variety of topics that interest management regarding how to work better, we invite you to check some of our published articles and latest news:

## NearshoreAmericas Magazine



<https://nearshoreamericas.com/author/otto-acuna/>

## Latest News in LinkedIn



<https://www.linkedin.com/company/exyge-consulting>

## Publications in LinkedIn



[https://bit.ly/LKD\\_OAN\\_PUBS](https://bit.ly/LKD_OAN_PUBS)

## Arabian Business Magazine



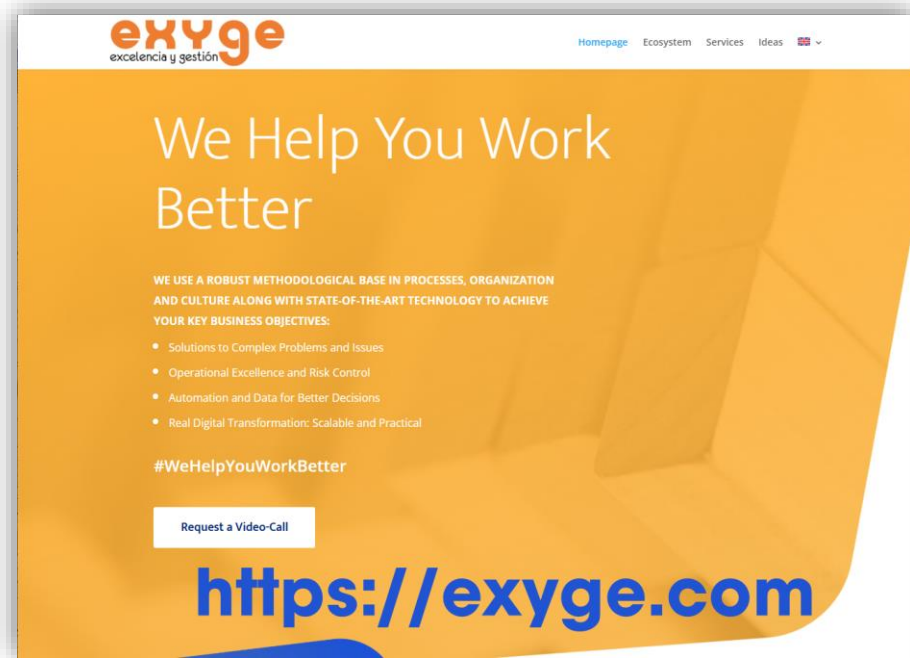
<https://www.arabianbusiness.com/author/otto-acuna>

Ideas in Website: <https://exyge.com/en/ideas/>

Articles, Technical Notes, How-To Booklets and other media



# Contact Info:



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[linkedin.com/company/exyge-consulting/](https://www.linkedin.com/company/exyge-consulting/)

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VERIFIED COMPANY

AN INITIATIVE CREATED BY



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# exyge

#WeHelpYouWorkBetter

#TeAyudamosaTrabajarMejor

#NósAjudamosVocêaTrabalharMelhor



We serve

**The United States  
Iberoamérica &  
The GCC Region**

*Under the highest industry standards:*

