Opera
CONSEIL

GENERAL PRESENTATION

Orchestrating efficiency, inspiring trust

WHO ARE WE?

Opéra is a French consulting firm based in Lyon, France and founded in April 2007.

Opéra lends its expertise to large, medium and small accounts in France and abroad.
Opéra is well known in handling organization complexity, **business processes** and **IT systems**.

Opera's vision is based on **human** values backed by **technology** aiming to inspire trust to its clients and help them create complex transformations for durable solutions.
Our commitment: Opéra will help you enhance the performance of your company within a short time (focus on Quick Wins), in a transformation or optimization context aligning the business and the IT visions.

Applying for

| salesforce PARTNER | BLUEWAY DATA DRIVEN SOLUTION | DataGalaxy | EXPERT CYBER LABEL SÉCURITÉ NUMÉRIQUE Cybermalveillance.gouv.fr RÉPUBLIQUE FRANÇAISE | EC-Council CERTIFIED C EH |

8+ years	**50%**	**100%**	**100%**	**100%**
average experience of our consultants	International clients	BA and Data consultants Certified Salesforce or Microsoft CRM	Cybersecurity consultants Ethical Hacking Certified CEH	Yellow belt consultants Lean six sigma

Why Opéra ?

Independence	Human Value	Continuous Improvement	Data & Security driven	Client Oriented
• Short decision cycles • Autonomy and objectivity	• Local management • Training and continuous development of skills • Dynamic valuation of employees' contributions	• Lean Services Agile Method (simplicity and short-term measurable results) • Agility and innovation • Industrialization • Service center	• Data governance as a vector of opportunity, security and stability • Data management and Data intelligence in real time, using structured and non-structured data and AI • Cybersecurity, Certification and tools used to discover vulnerabilities (small teams with a military structure focused on the CIA triad)	• Culture of commitment and customer satisfaction • Spirit of cooperation and partnership • Adaptability & flexibility • Customized offers

OUR SERVICES

Consulting & transformation

Business Architecture,

Project Management,

Business Analysis & Profit

Management,

Change Management

Data governance

Data management,

Data & Bigdata architecture

Data integration

-

Business intelligence

Data science, IA

-

Box profit management

Cyber security

Cyber security

Salesforce

Consulting

Customization

Quick start

Integration

Others expertises

Business aspect of ERP,

CRM, GED, BPM, BIM

--

Design UX UI

Innovation Pole

Convergence of skills on **operational performance** and the **voice of the customer**

RETURN OF EXPERIENCES – CONSULTING

Enterprise Architecture: Health and Pension Backoffice domain. SDSI at 3 years, *TOGAF and Archimate.*

Assistance / Steering - **Migration of agency management tool** - contracts / timesheets

Project management. 360-degree dashboard management with a global view of sales, operational deliveries and NPS metrics. *Power BI, Azure SQL DB, Azure DevOps, Clarity, Datawharehouse*

AMOA Agile
Study of the need and participation in workshops
Writing of US and scenarios
Elaboration of acceptance scenarios
Organization of validation tests and retro-specification. Transverse acceptance

BA & Change Management **merger** of 2 entities of a group and **ERP migration**.

BI europe. **Risk management for facility closure**
Detailed mapping of critical functions with the *Mega* tool

BA multi-currency TMS. SAP accounting flows

Urbanization and IT Governance
Alignment of the IS with the strategy: functional, organizational and technical audit of the IS, definition of governance rules in collaboration with the ISR and the Director, **implementation of budgetary monitoring tools for the business information system.**

Project management BIM data 360 tool

Organization and management of **Change Management** activities in the context of the deployment of 4 tools in 10 countries

RETURN OF EXPERIENCES – DATA GOVERNANCE

Data governance Digital Hospital **Program**. State of play, definition of needs (medico-economic indicators)

Implementation of a cross-functional **data warehouse** that can be used directly
Use of Talend ETL giving data quality and integrity

Software architecture study of a Datawarehouse and datalake in parallel and complementary operation
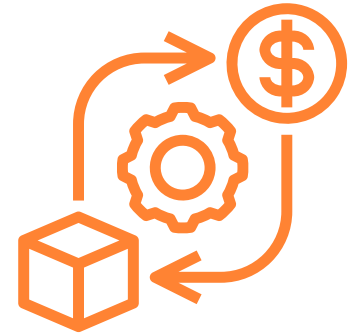
MDM implementation. Datastage / EBX

BIGDATA architecture audit
Study of the existing situation and associated issues
Update of the perspectives offered by the latest market tools

Industrialization of data science work and integration into the IS

GDPR data governance. Audit of organizational compliance, implementation.

Return of experiences – Data intelligence

Study of the needs for profit management
Design and implementation of a data warehouse
Automatic integration of Talend flows
Design and realization of dashboards
PowerBI, Tableau software, Tableau CRM

Project management assistance and **Qlik** data visualization expertise

Study of the needs and detailed specifications of the implementation of the **ABC method** in the decision-making information system

New projects (Tableau CRM) for the adoption of the Salesforce platform throughout the different subsidiaries

Quickstart Salesforce Tableau CRM. Implementation of the data architecture, data flow and first dashboards. Training

Audit and proposal of Salesforce Analystics world architecture

RETURN OF EXPERIENCES – CYBER SECURITY

Asset tracking to identify asset, owner and purpose.
Assess each asset's maintenance needs, vulnerabilities, value as a point of attack, and disposal if necessary.
Compliance with security controls guided by industry standards such as ISO 27001

Leverage AI to streamline a variety of security services
Reduce the persistence time of the attack on a network

Bridging the Gap Between Security Team and Penetration Testers

Develop a disaster recovery plan to restore services in the event of a data breach or complete shutdown of services.
Reduce downtime after a breach
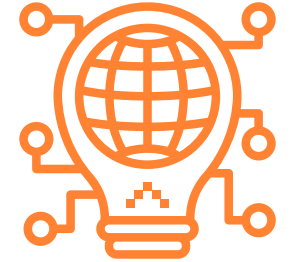Reduce data loss by accessing incremental backups

Clear and concise prioritization of each vulnerability based on the Common Vulnerability Scoring System (CVSS)
Regular and repeated vulnerability scans using tools such as Nessus Vulnerability Scanner to perform SCAP scans and ensure remediation is progressing

RETURN OF EXPERIENCES – OTHERS EXPERTISES

Salesforce. Mise en place de Service Cloud, outils omni channel, case management, field services, work order et service appointment.

Development of PowerApps, Microsoft Flow, Power BI and SharePoint applications. Time entry, Expense reports, Room reservation, Training, Recruitment, Skills management

Salesforce Industries: Development of digital products for insurance.
Conversion of complex business data to technical process components.

CRM preliminary study. Benchmarking Salesforce and Microsoft dynamics

Comparative study of **GED / GDC and KM** solutions.

AS IS and TO BE data model study for historical CRM tool migration to **Salesforce**
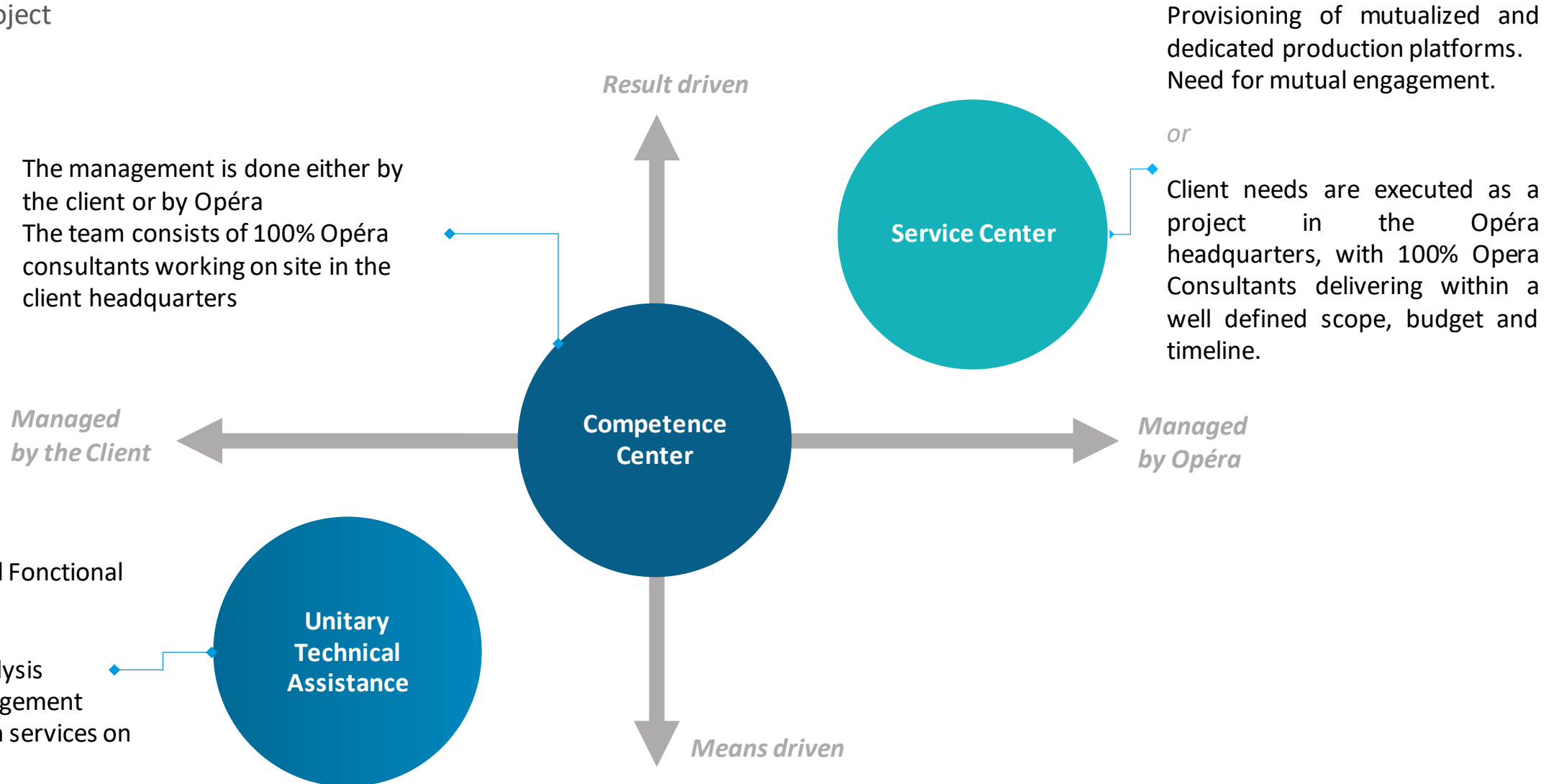
HOW WE INTERVENE?

When do we intervene ?

o New project

o Ongoing project

Provisioning of mutualized and dedicated production platforms. Need for mutual engagement.

or

Client needs are executed as a project in the Opéra headquarters, with 100% Opera Consultants delivering within a well defined scope, budget and timeline.

Result driven

✓ The management is done either by the client or by Opéra
✓ The team consists of 100% Opéra consultants working on site in the client headquarters

Service Center

Managed by the Client

Competence Center

Managed by Opéra

✓ Technical and Fonctional expertise
✓ Consulting
✓ Business Analysis
✓ Project Management
✓ Other custom services on demand

Unitary Technical Assistance
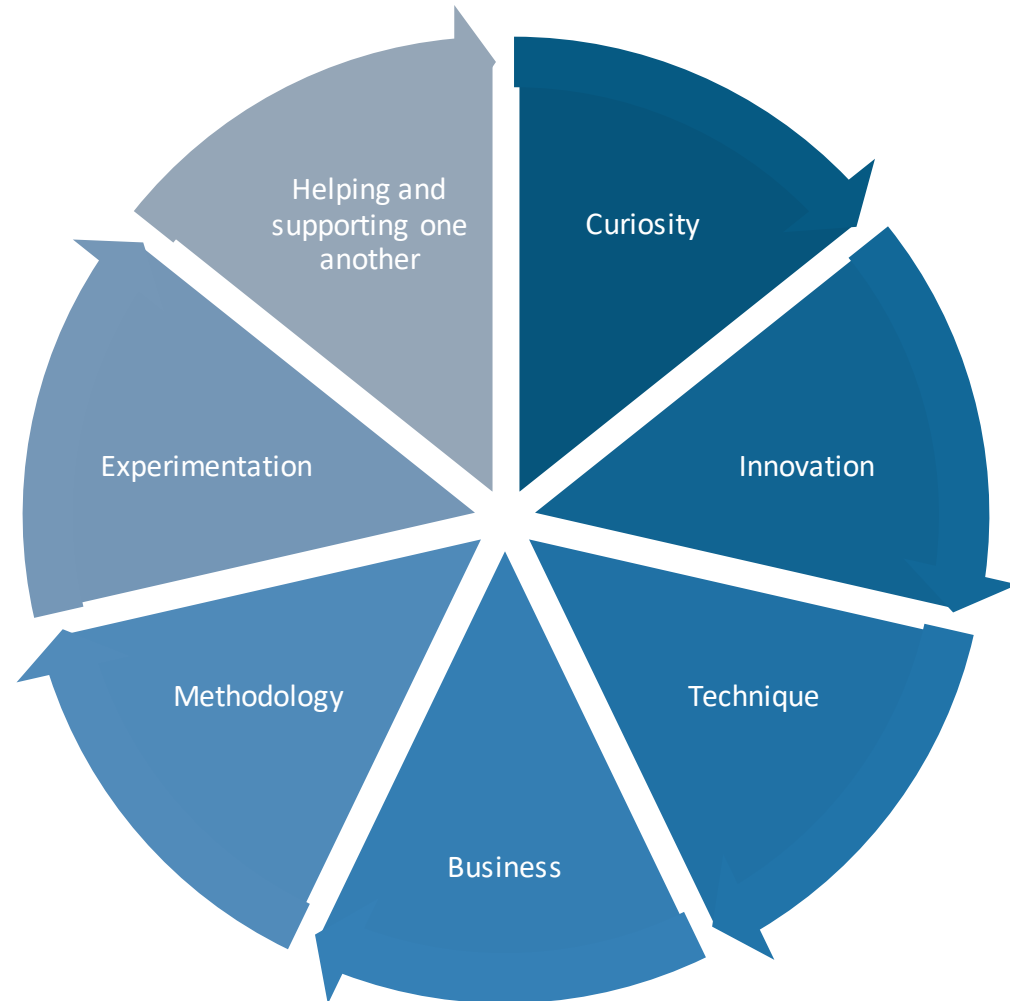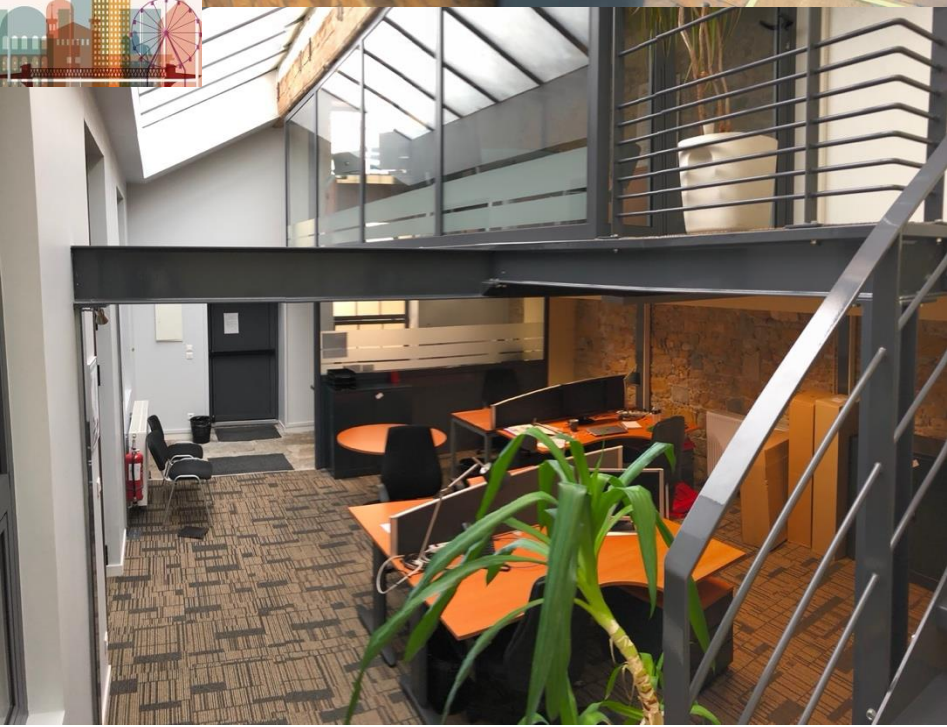
Means driven

Our Philosophy

In the group, **action and practice** are seen as far superior to theory.
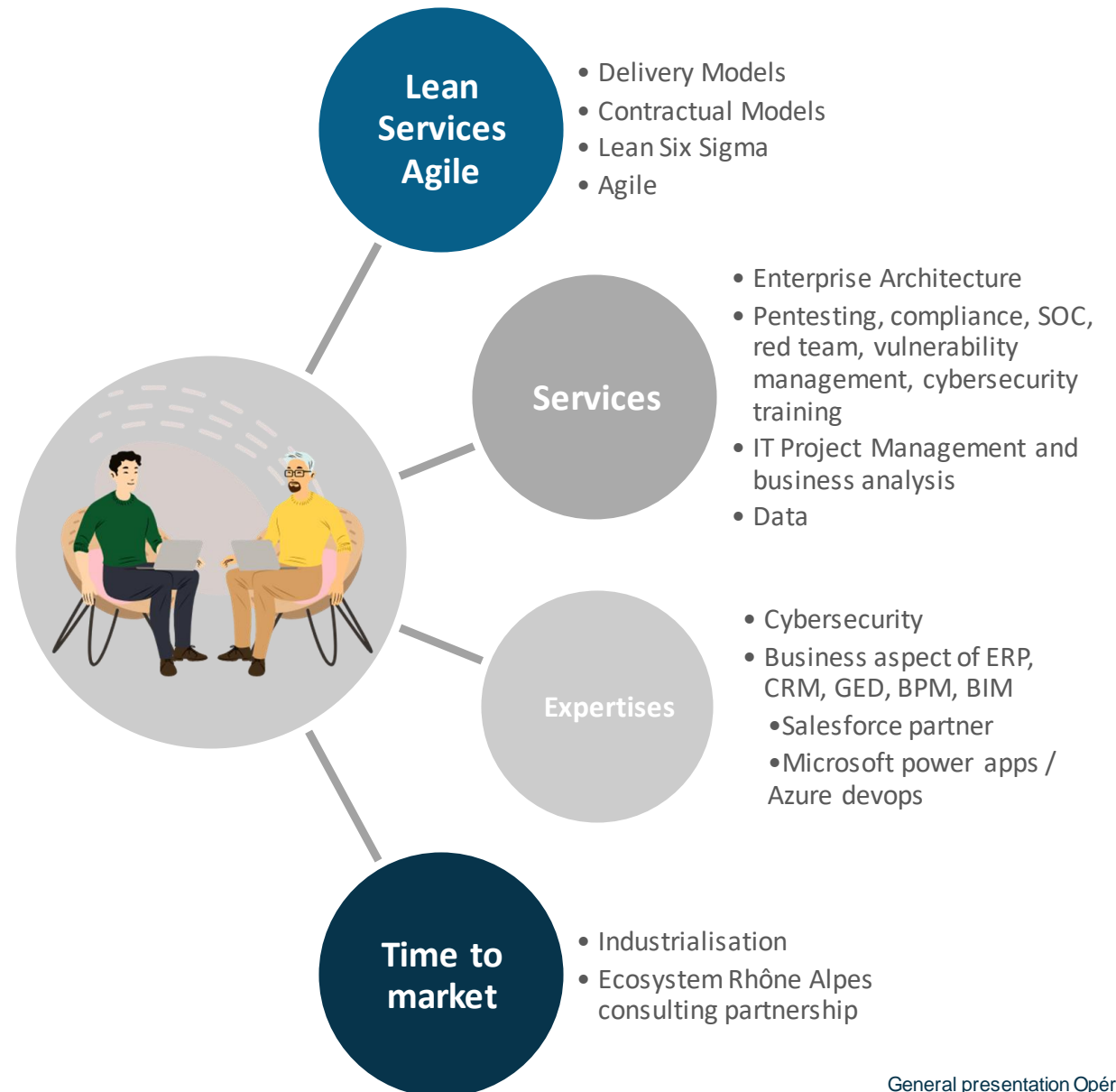
Opéra relies on **ability** and **boldness**.

OUR LEAN SERVICE CENTER

250M2 + OF WORKING SPACE – CENTER OF LYON

Lean Services Agile
- Delivery Models
- Contractual Models
- Lean Six Sigma
- Agile

Services
- Enterprise Architecture
- Pentesting, compliance, SOC, red team, vulnerability management, cybersecurity training
- IT Project Management and business analysis
- Data

Expertises
- Cybersecurity
- Business aspect of ERP, CRM, GED, BPM, BIM
  - Salesforce partner
  - Microsoft power apps / Azure devops

Time to market
- Industrialisation
- Ecosystem Rhône Alpes consulting partnership

OUR CLIENTS

They trust us…

Services

Health, pharma

Finance, Assurance

Energie

Others industries

Our Partners

Rhône-Alpes consulting partnership since 2009

'An alliance of experts at the service of your Operational Excellence'

Opéra CONSEIL

IT Expertise : Business Architecture, Cybersecurity, data governance, BI integration, project management, etc.

KAIZEN

IT Expertise: Backend Development, Business solutions for IT systems connected in real time.

soladis GROUP

Statistical consulting/ biostatistics and Data valorisation

3 conseils

Improve Operational performance L6S

CSB School — CYBERSECURITY BUSINESS.SCHOOL

Cybersecurity Business School in Lyon

OUR TEAM, OUR PERFORMANCE

❯ **Continuous training in Lean Six Sigma and Lean Management**
Tous les collaborateurs sont formés au Lean Six Sigma et au Lean Management pour viser plus de rapidité et plus d'efficacité dans les services délivrés.
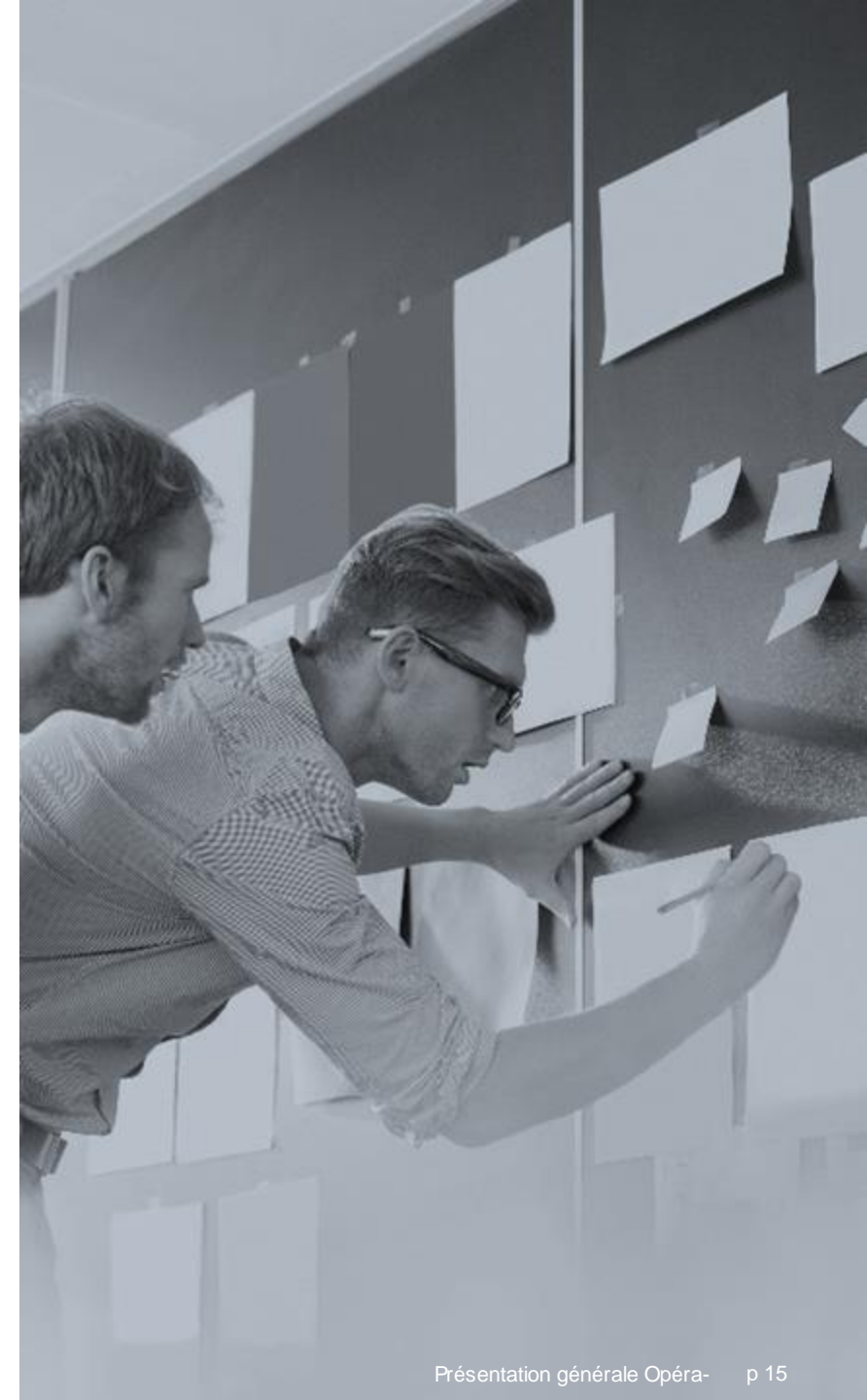
❯ **Innovation**

- **Innovation** process in place at Opera, each employee proposes his or her ideas and after a period of incubation, if an interest is demonstrated for the company, the ideas are implemented in project mode

- **Employees** organize the collection of information for methodological and technical monitoring and organize events (breakfasts, afterwork, webinars, etc.)

- A partnership approach with **universities** and the Opera **eco-system**

❯ **Management**

- Professional support at the **technical** and **methodological** level

For any additional information on our offers

Géraldine BLED
Managing Partner / CEO
43, rue des Remparts d'Ainay
69002 LYON
Tél : +33(0)4 78 84 08 85
Gsm : +33(0)6 12 04 36 01
Email :geraldine.bled@opera-conseil.com

Sébastien AKL
Director of Sales and Business
Developement
43, rue des Remparts d'Ainay
69002 LYON
Tél : +33(0)4 78 84 08 85
Gsm : +33(0)6 13 66 46 83
Email :sebastien.akl@opera-conseil.com

Karine OUAINI
EPM/PPM solution manager
43, rue des Remparts d'Ainay
69002 LYON
Tél : +33(0)4 78 84 08 85
Email :karine.ouaini@opera-conseil.com

Matheus MENEZES
COO / Salesforce solution manager
43, rue des Remparts d'Ainay
69002 LYON
Tél : +33(0)4 78 84 08 85
Gsm : +33 (0)6 09 06 95 54
Email :matheus.menezes-pinheiro@opera-conseil.com

Mathew DAVIS
Cyber Security manager
43, rue des Remparts d'Ainay
69002 LYON
Tél : +33(0)4 78 84 08 85
Email :mathew.davis@opera-conseil.com