

Arch is your Trusted Advisor for strategic, digital and organizational transformation.

For 25 years, Arch has guaranteed a pragmatic approach, open dialogue and personalized involvement:

- At Arch, our **consultants are considered Trusted Advisors**. We ensure the best synergy between customer and consultants. More than just providing expertise, we are attentive to their ability to build a relationship of trust throughout the project.
- Our senior consultants have the expertise, vision and methods to continually boost your transformation projects. **They don't give up, and persevere until you achieve the results you've set your sights on.**
- Arch is tailor-made for every organization.** To this end, Arch has developed its own RICA methodology (Roadmap towards Integrated Change Acceptation), based on recognized change management methodologies, but enriched by numerous best practices developed over 25 years of supporting public and private organizations.

Arch deploys transformation and optimization solutions - from A to Z - in 3 areas of expertise:

Strategic, Digital and People & Organizational Transformations.



The **Strategy** domain coordinates different techniques and theories to implement transformation and optimization projects, tailored to the specific needs of our customers.

Arch can assist you in the formulation of a strategy or management contract, as well as in the implementation of this strategy (operating model, process improvement, setting up governance and decision-making cycles).

These services can be offered on a global basis or specifically for a partial aspect (e.g. a diagnosis).



Digital transformation is necessary to be successful today.

How can we guarantee the expected results? How can we make the right technological choices and deploy them successfully?

Together, we determine your organizational requirements to prepare your organization so that technology becomes a driving force in achieving your strategic objectives.

As your partner, we guide you in making the right technology choices, and support you in implementation and integration, based on a service orientation.



The aim of the **People & Organization** domain is to ensure that the organization and its employees are willing and able to embrace change.

Arch supports organizations in bridging the gap between the current and desired situation, and in managing these changes in a positive, structured, systematic and methodical way.

To achieve this, Arch uses organizational-, consultation- and implementation structures that not only provide analytical input, but also promote practical implementation.

Arch has extensive experience in supporting government projects, in government culture and government organizations:

FPS Social Security: Program Excel HAN (2022)

- Excel HAN aims to improve the service offered by the DG Personnes handicapées. This concerns 70 projects around the support allocation process inclusive and proactive communication, and ensuring equal rights.
- Arch supported the management of the program and the management of several projects.



Federal Police F- Integrated Police: Digital Transformation i-Police (2021)

- i-Police brings digital innovation and analytics. Arch was responsible for:
 - Supervising the procurement process;
 - Drafting of specifications and evaluation;
 - Communication and transformation strategy;
 - Managing the digital transformation program;
 - Supervision of organizational changes.

The Mutuality Control Office: Digital Transformation (2022)

The OCM called on Arch to facilitate a reflection on its digitalization potential, to support the realization of its mission and vision, and to further guarantee the quality and availability of its services.

Arch coordinated the development of a strategic plan for digital transformation.



FPS Interior: Strategy (2022)

- The FPS Interior called on Arch to facilitate its strategy, by drawing up an administration contract for the period 2021-2023. The elements making up this administration contract include:
- mission, vision and values
 - strategic axes, an analysis of the SPF's environment,
 - a SWOT analysis, risk analysis and the development of cooperation principles.