



# S&O Capital

Real results. Lasting impact.

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# HELPING YOUR ORGANISATION SUCCEED WITH PREMIUM PROFESSIONAL SERVICES

We are the go-to partner for regulated industries like financial services, healthcare and pharma, offering hands-on expertise in business growth, AI & digital transformation, operational efficiency and compliance.

We don't just advise, we work alongside your teams to deliver measurable, high-impact results.

# Who we are



## Elite Expertise:

S&O Capital is an international firm composed of **senior experts** with decades of combined experience in regulated industries, including financial services and healthcare.



## Confidential and Trusted Advisors:

We operate with absolute discretion, acting as **trusted partners to executive teams** who rely on our guidance to execute critical business transformations.



## Hands-on Approach:

We collaborate directly with your teams, ensuring that strategies are not only formulated but also **executed seamlessly**, driving real, **tangible outcomes**.





**“Integrity, commitment,  
impact. Our values are not  
hanging on the wall, but  
applied in everything we  
do as a team.”**

***Alessio Colantonio***  
*Chief Executive Officer*



# What we bring



**Revenue Growth & Market Expansion:** We don't just plan; **we execute**. From defining market entry strategies across EMEA to directly securing new business partnerships, **we deliver increased revenues** and tangible results.



**Operational Efficiency:** By reengineering processes and coaching your teams in Project Delivery and ITSM practices, we improve workflows and reduce operational bottlenecks, **reducing time-waste and resource consumption**.



**Industry 4.0 Digitalisation:** We provide access to cutting-edge digital solutions and Industry 4.0 expertise, **helping your organisation implement** the latest in automation, AI, and digital tools that would otherwise be beyond reach.



**Compliance & Risk Management:** We identify critical gaps in your regulatory and corporate compliance, then work alongside your team to close those gaps, ensuring you **reduce your cost of risk**.





# THE CHALLENGES WE HELP YOU SOLVE

Revenue Stagnation,  
Operational Inefficiencies,  
Technological Debt,  
High cost of Compliance.

S&O Capital will tailor a custom solution for your organisation.

# Why choose S&O Capital



**Elite, Senior-Only Teams:** S&O Capital's experts possess decades of hands-on experience. Our clients are supported by senior professionals from start to finish, ensuring the **highest level of expertise and execution** throughout.



**Bespoke Solutions, Not Off-the-Shelf:** We reject the one-size-fits-all approach. Every strategy and action plan is **custom-tailored** to the specific challenges and goals of your business.



**Hands-On, Measurable Impact:** We do more than offer guidance and step away. Our specialists actively engage with your team to apply strategies that generate measurable outcomes. **We accompany you at every step, from planning to execution.**



**Exclusive Client Base:** By working with only a select group of clients, **we ensure focused, undivided attention**. This approach allows us to become true partners to our clients, providing deeper involvement and commitment than larger firms juggling numerous accounts.



**Rapid Execution, High-Quality Delivery:** Our lean teams enable **quicker decision-making and agile execution**, delivering premium-quality results—advantages that larger firms with cumbersome structures often cannot match.



**Specialists in Regulated Industries:** We are well-versed in the unique complexities and regulatory challenges faced while operating in regulated industries. We provide insights and strategies **specifically designed for high-stakes, heavily regulated environments**.





# Don't just take our word for it: Lufthansa testimonial

Transporting over 100 million passengers annually, the **Lufthansa Group** is one of the largest players in aviation and transportation. With more than 115,000 employees and annual revenues exceeding €37 billion, the Group engaged S&O Capital to deliver a specific **OPEX efficiency target**: a goal we successfully achieved by optimising the ITSM processes of their international contact centre, Lufthansa InTouch.



Client Testimonial:



Lufthansa

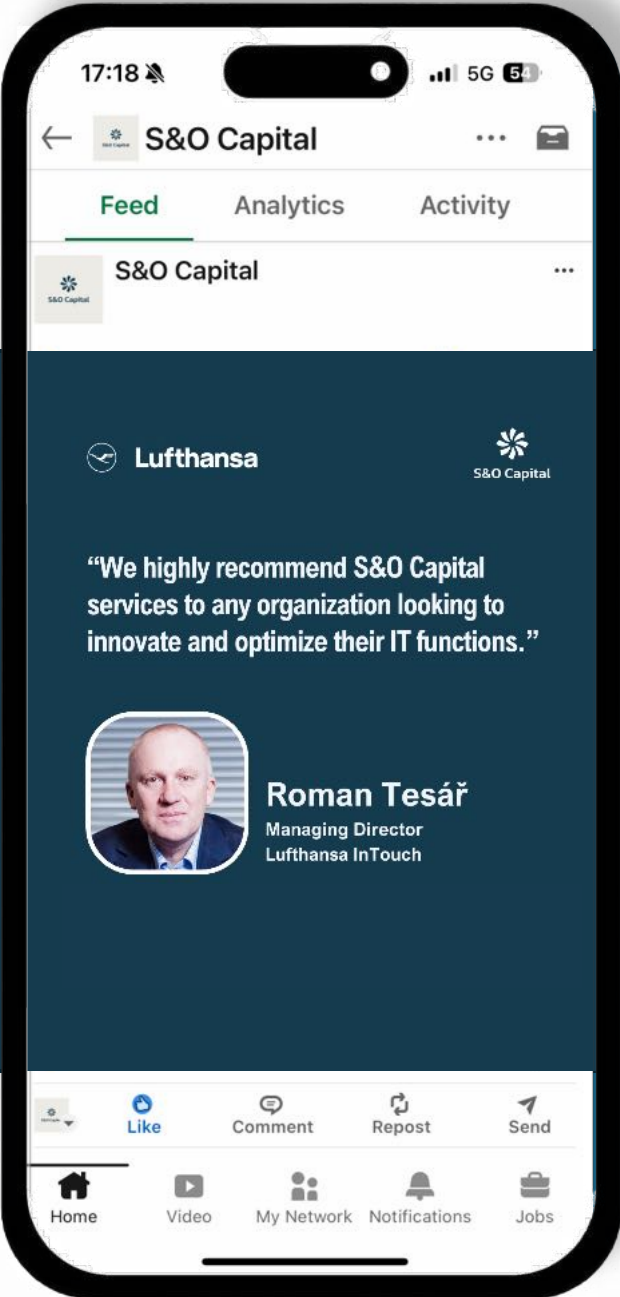
Efficient OPEX reduction

Working with S&O Capital has been a **game-changer** for our IT Service Management. Their team of **senior experts** enabled us to adopt a more data-driven approach, leading to **significant efficiency gains** in our back office. Despite a limited timeframe, they ensured no disruption to our existing operations and applied a results-driven delivery model, easily replicable across locations.

A data-driven approach

A key differentiating factor has been S&O Capital's ability to **approach our operational challenge from a business point of view**, using a data-driven approach to plan and execute with us an enhancement program that, in addition to operational benefits, has **increased the maturity of our internal team**.







S&O Capital developed data-driven solutions that enhanced an already mature ITSM practice, driving **new levels of efficiency**, enabling **real-time access to business insights**, and creating room in the company's OPEX to **unlock growth**.





# Don't just take our word for it: Atlas Copco Testimonial

With over 50,000 employees worldwide and revenues exceeding €10 billion, the **Atlas Copco Group** is a global leader in Industrial Technology, with a strong European presence and a captive centre for F&A, R&D, and Technology located in the Czech Republic. They sought S&O Capital's expertise to **streamline processes** and **enhance project execution**.



## Client Testimonial: Atlas Copco Group

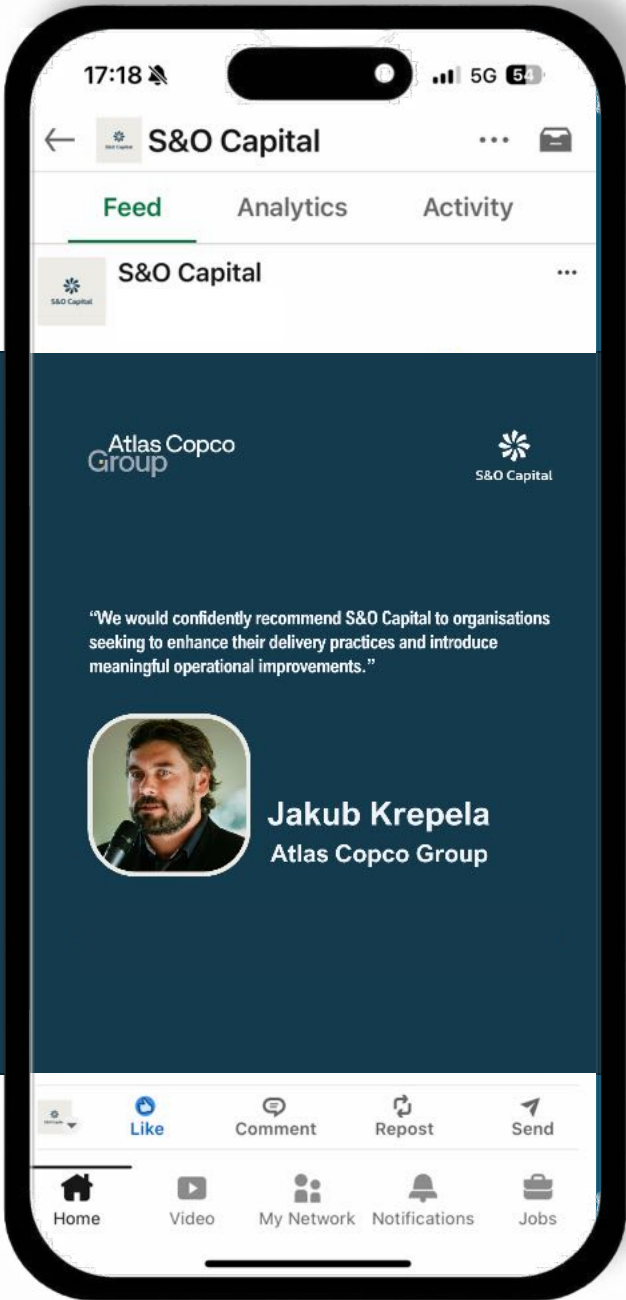
### Tailored to specific needs

"We were very pleased with the work delivered by **S&O Capital**. Their approach was practical, well-structured, and **specifically tailored** to address the needs of our organisation. The team **took the time to understand** our challenges, providing tools and techniques that are directly applicable to our work."

### Tangible & concrete

"The pre-workshop period spent with S&O Capital representatives proved **invaluable** in identifying areas for improvement. The **delivery was engaging** and focused on providing **real-world solutions**, which our team found both relevant and valuable."

S&O Capital led the initiative, delivering **tailored, tangible solutions** that significantly improved outcomes, earning high praise from the client.



**“Excellence in delivery is our promise; partnering with us is an investment in achieving your goals.”**

***Paolo Lamperti***

***Vice President – Global Delivery***







# INCREASE WORKING CAPITAL BY REDUCING COST OF RISK

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## +5M€

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In 2024 alone, our compliance services helped avoid more than **€5 million\*** in regulatory penalties by improving audit pass rates from 70% to 96%.

\* Estimated penalty amount imposed by Insurance regulator, in case of demonstrated compliance breach. Group audit executed independently to verify improved levels of compliance.



# ENABLE YOUR TEAMS TO DO MORE WITH LESS

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## +8,5M€

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With S&O Capital's support, our client's Project Management Organization significantly improved their project delivery capabilities, increasing project value by **€8,47 million YoY\*** through enhanced staff competencies, streamlined processes, and our hands-on execution.

\* Increase measured on the cumulative value of ongoing projects within the Company's portfolio, with less than 5% variation on team size.





# PROVIDE BETTER EXPERIENCES TO YOUR CUSTOMERS

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# +38%

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Enhanced digital interfaces and customer interaction tools have led to an increase in customer satisfaction scores by **over 38%\***, driving retention and loyalty.

This was measured by a reduction in churn rates for both digital and *phygital* funnels, as well as an increase in Net Promoter Score (NPS) into the double digits.

\* CSAT scores increased thanks to the introduction of product roadmaps integrated with customer feedback, self-service knowledge base and regular surveys.

A low-angle shot of a modern glass skyscraper reaching towards a sunset sky. The building's glass facade reflects the warm orange and yellow light of the setting sun, creating a dramatic silhouette effect. The sky transitions from a deep blue at the top to a bright orange near the horizon.

# IMPROVE OPERATIONAL EFFICIENCY

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# +44%

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Process optimization typically results in a **22% reduction\*** in operating expenses (OPEX) and up to a **44% increase\*\*** in process efficiency, as measured by reductions in lead times and the number of process deviations.

\* Reduction measured in FTE consumption at constant process volumes.

\*\* Reduction measured in average task lead time and number of process defects per transaction.



# It's time to take action



Inability to innovate

**75%**

of IT departments' budgets are spent on maintaining legacy systems\*.



Increasing compliance cost

**\$85 B.**

total cost of of compliance reached by Financial Institutions in 2023 across EMEA.\*\*



Lack of automation

**30%**

of gross profit margin is typically lost to inefficiencies and manual processes.\*\*\*

**Is your organisation doing enough to monetise its transformation, reduce risk and secure growth?**

Write us for a free consultation:

**[info@socapitalgroup.com](mailto:info@socapitalgroup.com)**





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