

Practices Center

Welcome to our space 🇪🇺

Step into a space designed to give you a clear, insightful look into our mission, key activities, and essential points of contact. Whether you're looking for guidance on our processes or simply want to understand how we operate, you've come to the right place!

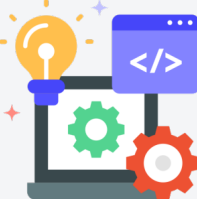
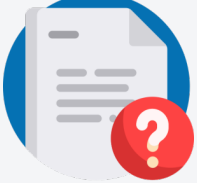
📌 You will also find some **information on the SyRA platform** such as tutorials and user guides, which you can access [here](#)

Who we are? 🧑

We drive and implement Syensqo's best practices to ensure smooth and efficient service operations. Our approach is tailored to Syensqo's needs, leveraging methodologies like **Agile, DevOps, and ITIL** to optimize performance.

What do we do? 👁️

We are actively working on **9 key processes**—each designed to enhance operations and deliver value.

 Incident Management	 Knowledge Management	 Problem Management	 CSI	 Change Enablement Process
 Asset & Configuration	 Release Management	 Service Level Management	 SAM	 Service Request Management

Need Assistance? We're Here to Help!

If you have any questions or requests, don't hesitate to connect with your **point of contact** — they're here to support you! 📩

CISO (Damien Avril):

- Cybersecurity Risks - [Arthur Altounian](#)
- Cybersecurity Compliance - [Luis Castellanos](#)

Digital Growth & Innovation (Vincent Colegrave):

- Digital Growth, eCommerce & CRM - [Mohamed Haikel Badreddine](#)
- Digital R&I - [Julio Fernandes](#)
- Digital Sustainability - [Julio Fernandes](#)
- Data & Integration - [Todd Tupper](#)

Digital Operations (Filipa Goujard):

- Manufacturing - [Willem Van Lammeren](#)
- Startek & Operational performance - [Willem Van Lammeren](#)
- Quality, HSE & Traceability - [Willem Van Lammeren](#)
- SAP - [Milene Zeni](#)
- Global Trade (GTS) - [Milene Zeni](#)
- Supply Chain, Planning & Scheduling, Logistic - [Willem Van Lammeren](#)
- Procurement - [Milene Zeni](#)

Explorer & Corporate Functions (Simon Mertens):

- Finance - [Daniel Penalara](#)
- HR & General Council - [Daniel Penalara](#)

IT Infrastructure (Boris Foiselle):

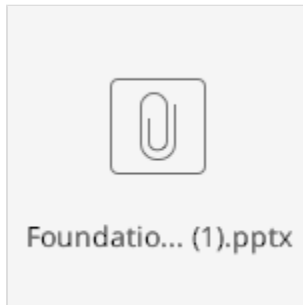
- Workplace: [Victor MARUCCI](#)
- Hosting: [Paulo PATRAO](#)
- Cybersecurity Tooling: [Islem Samali](#)
- Network: [Ziad OSMANI](#)
- IT Support: [Matthias SIELAFF](#)

 Practices Center: nicolas.francois@syensqo.com

Explore More Resources

Dive into a wealth of information, including:

Key insights about the Foundation Office through our **presentation deck**:



FAQ

[FAQ](#)

Stay informed, get involved, and reach out whenever you need!