

SERVICES DOSSIER

The numbers you decide on. The papers you sign.

There are two of us: a lawyer, notary and sworn translator, and a systems engineer with more than twenty years in operations and experience in business intelligence. That is the entire firm, and it is deliberate.

WHAT IS INSIDE

01 The problem

02 Technology and operations

03 Legal and documentary

04 Proof

05 A case

06 How we charge

07 Who we are

08 Next step

The two expensive problems travel together

Management asks for one number and three versions arrive, each assembled by hand by someone different. Nobody knows which one is right, so the meeting is spent arguing about the figure instead of the decision.

That same quarter, the company signs an English-language contract nobody read with legal judgment, or files a dossier whose translation delays a registration that was already paid for.

Two different problems, one root: information nobody owns. They are almost always handled separately, by two vendors who never speak to each other.

What turns up when you open the file

A dossier that gets sent out for translation usually has a badly drafted contract inside it. A contract review ends in the question of where the data lives that the contract obliges you to report. A dashboard project turns up service-level clauses nobody has read since signing.

When the data vendor and the legal vendor are different companies, neither one raises a hand. It is not their scope. Here it is, because the same firm sees both.

House rule: every deliverable closes with a short note on the next thing we found. We do not charge for pointing it out.

PRACTICE A

What gets measured, by whom, how long

Four verticals that open with the same question. The answer is almost always that one person assembles it by hand, and that it takes longer than anyone wants to say out loud.

A1 Reporting and business intelligence

Dashboards wired to the source, one definition per metric.

A2 Process optimisation

Redesign before automating, and measure both ends.

A3 Business continuity and disaster recovery

How long each process survives down, and who does what that day.

A4 Applied artificial intelligence

Where it earns its keep, and where it only adds risk.

What you get

- A signed metric dictionary, one definition per indicator
 - A data model and central store wired to the source
 - Dashboards in Power BI or Microsoft Fabric, management view down to team detail
 - Automated management reporting on a schedule
 - Purpose-built trackers: attendance, projects, service level, inventory, compliance
 - Platform migration when the dashboard exists but lives in the wrong place
-

Who leads the practice: **Ricardo Giorgis**

PRACTICE B

The document says what you think it says

Or it does not, and that surfaces once it is signed, filed or rejected. This practice exists so it does not surface then.

B1 Sworn translation, corporate translation and language audit

Legal validity, speed, and terminology that stays consistent.

B2 Outside legal counsel

Contract review, service-level definition, structure and notarial work.

Who leads the practice: **Sofía Rodríguez**

Two human reviews. The machine does not sign.

- 01 **Intake and quote.** The same day.
- 02 **Preparation and base translation.** Through an assisted internal flow, using the client's glossary.
- 03 **First review.** Technical and terminology.
- 04 **Second review.** Legal and fidelity.
- 05 **Signature and seal.** With the formalities of sworn translation.
- 06 **Delivery and archiving.** Encrypted, with an agreed retention period.

Published rate	Q 135 per standard page, tax included; delivery extra.
Turnaround	48 to 72 h

The contract you signed decides what you bill

- A review of the master agreement, statement of work or NDA, with risks ranked
- Drafting or counter-drafting of the clauses that need it
- A written service-level definition, calculation formula and exclusions
- Entity formation or adjustment, with legal representation
- Employment templates aligned to Guatemalan law
- Notarial services from the firm itself

No client logos here. Working demonstrations.

This firm is new, and the work behind it was done under confidentiality agreements. For both reasons you will not find a single logo, testimonial or figure attributed to a company on this site. We are not going to invent them.

What you can do is handle the work. We built three pieces on synthetic data, labelled as such, that show how what we deliver looks and behaves.

● DEMONSTRATION WITH SYNTHETIC DATA



Example operation · 200 agents · 3 campaigns · 6 teams · last 30 days

The three demonstrations

- 01 **Operations dashboard.** A contact centre operation of roughly two hundred agents: interval volume, average handle time, adherence, occupancy, service level, quality, cost per contact, and forecast against actual. Filter by period, campaign and team, and drill from the management view down to team detail.
- 02 **From spreadsheet to system.** The before and after of a real anonymised case: a spreadsheet with tabs, broken formulas and versions circulating by email, against the measurement system it turned into.
- 03 **Continuity simulator.** Pick a critical process and an outage length, and see what is lost in hours, in transactions and in estimated cost. With recovery time and recovery point objectives explained in one line each.

CASES • RICARDO GIORGIS'S TRACK RECORD, BEFORE THE FIRM

“I just need a spreadsheet that works miracles”

THE REQUEST, AS IT ARRIVED

A spreadsheet that would pull together information from several departments and produce a monthly indicator. A week's work, according to the person who asked.

WHAT WAS UNDERNEATH

The information was not in several departments. It was in several versions of several files, and each department kept its own. The requested indicator was calculated differently in each version, so there was no single number to pull together. On top of that, part of what they wanted to measure was not being captured anywhere.

WHAT GOT BUILT

A full measurement system: structured capture at source, a data model with one definition per indicator, automated reporting on top, and, inside the same scope, the staff satisfaction instrument needed to close the indicator.

WHAT CHANGED

The report stopped depending on a person assembling it. The monthly discussion went from which file was right to what to do about the result.

The before and after of this case is the second demonstration piece.

This firm is new and has no cases of its own yet. The ones below are the partners' earlier work, and each one says whose it is. They are told in as much detail as the confidentiality agreements allow: where a number is missing, it is because it cannot be published, not because it does not exist.

Four ways, and when each one fits

Fixed-scope project. When the scope can be written down: a dashboard, a contract review, a continuity plan, a batch of translation. Fixed price, committed date, and what falls outside written with the same care as what falls inside.

Monthly retainer. For live reporting, support and continuous change, and for sustained translation volume as a monthly page allowance with committed turnaround. It turns demand that arrives in bursts into something both sides can plan around.

Hybrid. Implementation quoted as a fixed-scope project, with what follows moving to a monthly retainer. It is the shape that fits when the deliverable is a system that stays alive.

Bounded initial diagnostic. Priced low and stated up front, credited against the project if you go ahead. It exists so the first decision is a cheap one.

We do not publish a rate card for the technical services, because scope drives price and a loose figure misleads both sides. What is published is how we charge, which is what you need in order to get in touch.

Translation does have a published rate, because there the volume can be counted: Q 135 per standard page of 250 words, tax included; delivery extra. The translation page has a calculator that does the sum.

Frequently asked questions

Does the diagnostic cost anything?

The twenty-minute one does not. The bounded diagnostic, which includes review of documents or data and ends in a written document, does, and it is credited against the project if you engage.

Do you take a deposit?

For new clients with no history, yes: half up front. Corporate accounts under contract work on 15 or 30-day terms.

Do you invoice in dollars?

Yes, for foreign clients, under the corresponding services-export tax structure.

How long is a quote valid?

Each quote specifies its own validity period according to the scope and terms negotiated.

Do you work by the hour?

We prefer not to. Hourly billing rewards the slower provider, and in automation that is exactly backwards from the client's interest.

Two people, and that is the whole firm

There is no org chart behind this page. Whoever answers the email is whoever does the work, and that defines what we can take on as much as what we cannot.

Sofía Estela Rodríguez Farfán

Legal and sworn translation lead.

Qualification	Guatemalan lawyer and notary
Master's	International corporate law · Pontifical Catholic University of Chile
Translation	Authorised sworn translator
In the firm	Legal and sworn translation lead
Working languages	Spanish and English
Signs and certifies	Every sworn translation the firm issues

Ricardo Alejandro Giorgis

Technology and operations lead.

Degrees	Systems engineering · Business administration
Postgraduate	MBA · Project Management · Big Data
Track record	More than twenty years
Fields	Business intelligence · Workforce planning · Operations
Tools	SQL Server · Power BI · Microsoft Fabric · Power Automate · Python · Advanced Excel
Certifications	Six Sigma · Scrum
Operational scope	Operations of up to 7,500 people
Working languages	Spanish and English

Twenty minutes to find out if it is worth it

The diagnostic is a twenty-minute conversation about what gets measured today, who assembles the report and how long it takes. No sales deck, no obligation to continue.

Ways to contact us

01 **Write.** Two lines about the problem is enough to prepare the call.

Write	info@rg-consultorias.com
-------	--

On the site	rg-consultorias.com
-------------	--

RG | **Rodríguez & Giorgis**
CONSULTORES

RG Consultorías. Guatemala City.

Legal lead: Sofía Rodríguez, lawyer and notary.

Sworn translation signed and certified by an authorised sworn translator.

The figures in this site's demonstrations are synthetic and labelled as such on every piece. No data belongs to a client.

This dossier is generated from the same content as the site. If the site changes, it is regenerated.