



## CAE CLIENT LUAFANDA SHOWS HOW COMPANIES CAN GROW WITH CAE'S HELP

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Luanda, Angola— No more than one year ago, Domingos Sousa, Managing Director of the Angolan SME Luafanda Reparações, Lda., was at a critical crossroads. Despite a number of minor service contracts with the oil industry, his Luanda-based electrical and plumbing company was struggling to capitalize on the growing market for maintenance service providers. Lola Lam, Property Strategy, & Performance Manager at BP, recalls the challenge of doing business with Luafanda. "Domingos was a one man show, doing odd jobs. We had to do everything for him, from helping him with invoices to fronting the money for supplies of materials ourselves."

Across the board, clients were impressed with Luafanda's services, but cited the company's lack of management capacity as a key obstacle to increased business. They referred Mr. Sousa to CAE—Apoio Empresarial, a non-profit organization that facilitates business training and advisory services to promote local content for the oil and natural gas industry in Angola. He quickly came knocking on their door.

Over the past year, Mr. Sousa has worked with CAE consultant Fila Francisco and MBA Enterprise Corps advisor Christopher Burch to build the requisite business skills and acumen to take Luafanda to the next level. He has eagerly attended every CAE training class possible, including: "Business Plan Writing", "Quality Management", "HSE Safety Manual Writing", "Financial Management", and "Bids and Contracts", amongst others. Mr. Sousa has also received specialized technical assistance from CAE consultants in areas such as financial statement preparation, bid preparation, HSE systems management, and HR systems management.



CAE consultant Fila Francisco and training coordinator Catarina do Nascimento with Luafanda Management Director Domingos Sousa

With CAE's assistance, Mr. Sousa has been able to transform Luafanda into an up-and-coming electrical and plumbing maintenance provider, working in Luanda's most modern buildings. Even today, Mr. Domingo can be seen in CAE's Luanda office, receiving technical assistance and attending classes organized by CAE's trainer coordinator, Catarina do Nascimento.

With increased knowledge, capacity and professionalism, Mr. Sousa has been able to greatly improve his business, and recently received a contract from BP totaling \$680,000 for repairs and maintenance of the lights in the stairways of Torres Atlântico, Luanda's eighteen floor high-rise. "As a result of CAE's help, Luafanda is now well organized, knows the requirements to operate in the oil and gas industry, and how to provide quality services," reports Mr. Sousa. "We would not be as successful as we are today without CAE's assistance."

*CAE—Apoio Empresarial is implemented by CDC Development Solutions headquartered in Washington D.C. Since CAE's inception in 2005 to December 2009, the program has facilitated 273 contracts for approximately \$110 million dollars. If you are interested in CAE's services, please email Wilson da Silva at [wsilva@caeangola.com](mailto:wsilva@caeangola.com) or call +244 917.750.687.*



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