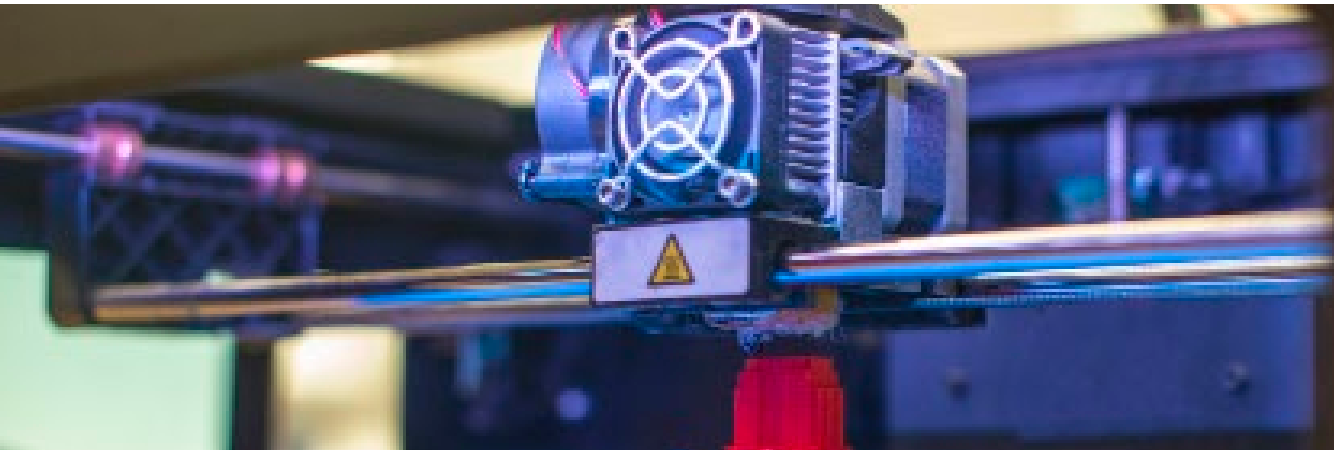


# MAJOR MULTINATIONAL TECHNOLOGY COMPANY



## > CASE STUDY. SHARED SERVICES CENTRE IMPLEMENTATION

### IMPLEMENTED A SHARED SERVICES CENTRE ACROSS MANY COUNTRIES

#### CONTEXT

Our client is a multinational technology company which develops personal computers, printers and related supplies, as well as 3D printing solutions, with annual revenues in excess of \$50 billion.

#### CHALLENGES

The client wished to transition financial and accounting activities from 66 locations across 20 countries into the client's shared services centres in India, China, Costa Rica and Poland. Our team was engaged to be actively involved in deal pursuit, due diligence, design and transition.

#### SOLUTION

Our team scoped F&A processes on behalf of our client, including:

- o Accounts payable
- o Travel and expenses
- o Accounts receivable
- o Collections and general accounting

We carried out process transformation through process standardisation and centralisation and deployment of applications and new technologies. Our team also set up business value metrics driven culture and governance such as SLAs, KPIs and service fee methodology.

The project was delivered within agreed timeframes and budget, and the projected savings were utilised. To project was conducted seamlessly with no negative impact on ongoing operations.

**CLIENT** > Major multinational technology company

**COUNTRY** > Global

**SECTOR** > Technology

**ASSIGNMENT** > Shared services centre implementation

**OFFERING** > Consulting, Accounting and Outsourcing

**TEAM** > International teams deploying services in India, China, Costa Rica and Poland.

**IMPACT** > The SSC was successfully set up on time and within budget, without disruption to ongoing operations.

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