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:

- Accounts payable
- Travel and expenses
- Accounts receivable
- 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. The project was conducted seamlessly with no negative impact on ongoing operations.

Detailed information available on www.mazars.com