



Customer Service Operations

The Sony DADC European Service Centre has over 15 years of experience in Global Business Services. Our teams manage Order to Cash operations for leading market players, and have successfully built relationships with hundreds of retail stores, marketplaces, and chains. We provide access to specialized Order To Cash expertise for vendors to retail and marketplaces.

Our Customer Service Operations experts deliver end-to-end solutions in major European languages through modular service packages in the areas of order management, returns and claims.

Our dedicated team ensures your orders are processed accurately and your goods are delivered on time and in full, whether to retail shelves or marketplace platforms. Let us become your reliable link between you, your customers and third-party partners.

Let's elevate your B2B customer experience

Increase your business

We are ready to manage your daily operations efficiently. This will allow you to focus on growing your core business.

Stable team of experts

Our team consists of university-educated and experienced professionals who have an average tenure of 6.5 years.

Improve process quality

Fast, flexible and scalable end-to-end processes that allow harmonisation across territories.

We process 90,000 retail transactions

Orders

We manage all order types, including new releases, back catalogue, direct-to-retail, sample/staff, and scrap orders.

Returns

We handle a wide range of returns - including warranty, faulty/damaged goods, refused delivery or exceeding returns.

Claims

We resolve a variety of claim types - shortages, pricing discrepancies, sell-through rebates, and lost-in-transit cases.



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Talk to our experts.

