



## Customer Service Operations

The European Service Centre, a division of Sony DADC 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.*



## European Service Centre

Our teams tailored supply chain solutions designed to meet the unique demands of disc, home entertainment and electronics clients in the retail and e-commerce landscape. We also manage internal process support for Sony DADC.

We are particularly proud of our ability to meet the demands of the world's largest marketplace, which leads to significant reduction in deductions for our clients.

As part of our ongoing diversification strategy, we now offer customized Order to Cash Services designed to strengthen and grow our client's businesses. We can provide B2B Customer Service Operations, Finance Operations and Vendor Central Services.

### Our expertise, your benefit



#### 15 years of experience in Global Business Services

Order to Cash outsourcing with 350+ retailers in network



#### Deep expertise in Vendor Central processes

Deduction recovery, process optimization and outsourcing



#### Managing significant volumes

Hundreds of thousands of retail transactions



#### Complex Supply Chain Solutions

Supply planning, Assembly, Customer Service Operations, Pick, Pack & Ship, Finance Operations



#### Sony DADC compliance

Quality, security and sustainability

### Reliable and forward-thinking outsourcing partner

"The service is very much driven by finding solutions. Very efficient and extremely well organized. We are very satisfied with the service, communication, the way we work and at last: the staff is absolutely great."

#### Torgny Sjöö

Chief Operating Officer  
Playground Music Scandinavia

"The atmosphere is consistently positive and constructive. Every year, we tackle new challenges, optimizing and improving every day. We have a very good collaboration with a team of nice individuals. Thank you."

#### Alice Talbert

Director, Sales Operations EMEA  
Sony Interactive Entertainment

"We are happy with the collaboration, you pick up things immediately in case of issues and you are openly monitoring and steadily improving your processes."

#### Christina N.

Account Director