



## Finance 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 Finance Operations experts ensure that customers pay our clients correctly and on time. We have years of experience covering master data setup, credit management, billing, account receivable processing, cash collection, advanced reporting, compliance, and financial statement reconciliation.

### Maximize correct and on time payments from your customers

#### Process excellence

We focus on continuous process optimization and harmonisation across territories to minimize costs.

#### Stable team of experts

Our team is composed of university-educated professionals. They have been with our company for an average of 6,5 years.

#### 15 years of experience

We cooperate with 350+ retailers and our average managed accounts receivable balance is € 900 M.

### We manage ledgers with 20,000+ transactions

#### Credit management

We can optimize your credit policies and risk assessment processes to reduce bad debt and support sustainable growth.

#### Accounts receivable

We help you streamline billing and receivables to accelerate cash inflows, reduce credit risk, and improve financial performance.

#### Cash collection

We support efficient collection strategies to accelerate incoming payments, reduce overdue accounts, and strengthen your cash position.



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*Talk to our experts.*



## European Service Centre

Our teams deliver 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