

# FINANCIAL & ACCOUNTING BPO, DOCUMENTAL MANAGEMENT AND CONSULTING SERVICES

In a rapidly evolving context, marked by increased competitiveness at global level, businesses need to focus on their core business in order to be successful. The growing complexity and specialization necessary to reach the excellence levels required by the market and by its very same rules, put a strain on companies, even from an economic point of view. Outsourcing strategic activities and processes, though non-core, to external specialists, enable companies to reach the excellence levels required, limit their economic engagement, and benefit from the experience of competent experts offering the market highly specialized services.

Eos Reply is the Reply Group company offering F&A BPO, documental management and consulting services and solutions in the administrative and accounting field. By focusing on the processes and activities offered to its clients, Eos Reply developed specific and excellence competences, acquired experience and developed innovative technology and application solutions which enabled it to develop best practices and scale economies and make them available to its customers. Entrusting Eos Reply with the management of one's own administrative processes, enables to pursue operational cost reduction policies (with improved efficiencies of 25-30%, according to our experience), standardize and automate process management, ensure flexibility and on-going improvement, though maintaining full control and decisional power.

## THE OFFER MODEL

The Services offered by Eos Reply are the result of the pluriennial experience and competence acquired in BPO services and include the following services:

- Financial & Accounting BPO (Business Process Outsourcing)
- Documental Management
- Consulting

### **Financial & Accounting BPO Services**

According to the Eos Reply Service model, the service is developed on the basis of the specific requirements and characteristics of individual users. Both the service scope as well as its delivery organization model are analyzed, discussed and agreed upon with the client, in order to develop a complete delivery model, fully integrated with the organizational and business context of the client itself.

Eos Reply acquired competence and experience in the analysis, development, delivery and management of accounting and administrative processes. Its strong skills in the field of statutory and tax compliance, ensure accuracy and compliance with the regulations in force and their continuous updates.

In terms of technological solutions, Eos Reply may deliver its services through solutions which the customers already utilize, or else offer its own application solutions which may be rapidly and efficiently activated and ensure high automation.

Though keeping a neutral approach with regards to the different enabling technical solutions, Eos Reply boasts distinctive competence, experience and best practices on SAP solutions.

Within its own service model, Eos Reply offers and develops the most appropriate mix of: Human Resources and their competence and capabilities, Enabling Systems and Technologies as well as Processes and Organization, according to each client's specific requirements and the type of service agreed.

### **Documental Management Services**

Eos Reply is able to implement or deliver (in outsourcing modality) documental management solutions and services applied to administrative processes in the field of F&A, HR and, more generally, back-office.

Through such a service delivery modality, Eos Reply is in charge, on behalf of its customers, of activating the solution, managing operational processes and performing the agreed tasks.

### Consulting Services

Eos Reply provides its customers the competence and experience acquired by its internal resources, boasting excellence skills within their specific Group, offering a wide range of consulting services in the field of administration and accounting.

## THE SERVICE AND SOLUTION CARD

### F&A BPO SERVICES

Eos Reply's F&A Business Process Outsourcing Service Offer includes a wide range of activities and services covering the whole accounting and administrative process management.

- Transactional accounting process management:
  - Accounts Receivables
  - Accounts Payables
  - General Ledger
  - Labour Cost Accounting
  - Asset Accounting
- Drafting of Separate and Consolidated Financial Statements;
- Support to Board of Auditors and Audit Companies;
- Tax and/or Social Security Obligations.

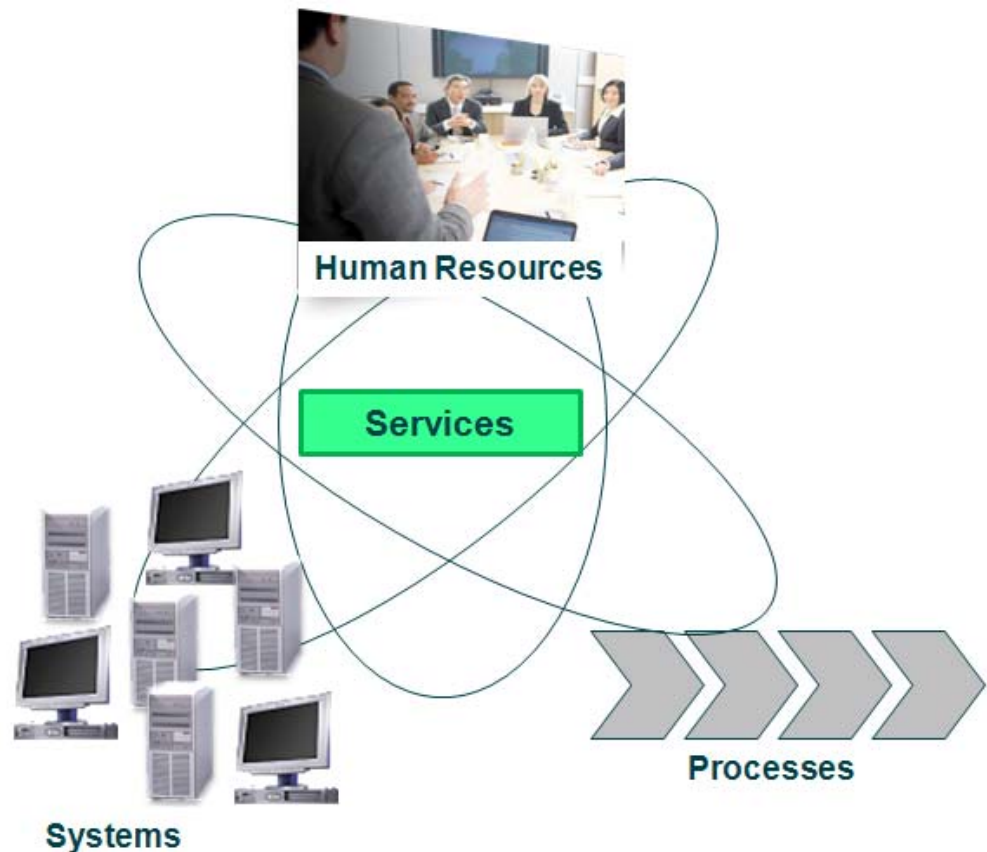
### ELECTRONIC DOCUMENTAL MANAGEMENT SERVICES AND SOLUTIONS



**Eos Reply is able to manage complex business processes having high professional content**

Eos Reply services and solutions include:

- Electronic document management;
- Their availability along their relating management processes through the integration with the Clients management systems;
- Accounting document registration process automation (particularly of suppliers invoices) through the use of OCR solutions;
- The possibility to activate work-flow processes insisting on such documents (e.g. invoice payment approval);
- E-billing process management in compliance with the law;
- Document Electronic storage, in compliance with the law, for all document types for which such storage is accepted.



## CONSULTING SERVICES

- Organizational Consulting:
  - Administrative and accounting process evaluation and critical analysis;
  - Assistance during the redefinition of administrative and accounting processes and of accounting control procedures
- Balance and reporting consulting and accounting assistance:
  - Closing and preparation of the separate and consolidated financial statements
  - Preparation of periodical management reports and reporting packages
  - Reconciliation between statutory and management data
- Consulting and accounting standards adaptation (IAS, IFRS, US GAAP ...);
- Fiscal and Tax consulting;
- SAP Finance Functional Consulting;
- Consulting for the reengineering of accounting processes and of complex business systems;
- Consulting for the creation and management of Shared Service Centers.

## THE RELATIONSHIP WITH THE CLIENT

The relationship with the Client is regulated not only by SLAs and OLAs jointly drafted, agreed upon and constantly measured; indeed Eos Reply aims at establishing with its clients a long-lasting partnership made possible thanks to the sharing of the objectives set and of the results achieved. In view of this, the following key drivers are essential:

- A strong tendency to on-going improvement;
- A continuous search for efficiency;
- Aptitude for innovation and competence enhancement.



Within the Reply Group, Eos Reply is the company specialized in Business Process Outsourcing Services and Solutions, mainly focusing on Financial & Accounting processes and their relating consulting and documental management processes in the administrative and accounting field. Reply developed a complete, integrated and consistent offer to enable its customers to face complex and critical processes and contexts.

Eos Reply's mission is to allow its customers to focus on their core processes, having the possibility to benefit from added value services, delivered in virtue of a constructive and long-lasting partnership relationship.