



PwC TLS Avvocati e Commercialisti



## PwC Services Business Process Outsourcing (BPO)

**Finance & Administration:  
Accounting, Reporting and  
Tax Compliance Services**

[pwc-tls.it](http://pwc-tls.it)



## Contextual framework

Outsourcing to accredited actors the management of support activities, starting from **accounting, tax, administrative**, and generally **compliance-related tasks**, is an important need for companies that want to allocating resources and energy to the **development of their core business**.

**PwC Services BPO** is a business unit of PwC Italy, part of the PwC Tax and Legal studio, which operates as a BPO Partner in providing outsourcing services in the finance & administration field through a network of qualified professionals.

**Outsourcing finance & administration processes** represents an ideal solution for companies aiming to **optimize and transform their operational structure**.

### The main processes offered in outsourcing are:

- Accounts Payable
- Accounts Receivable
- Treasury
- Preparation of financial statements
- Payroll
- Tax compliance
- Electronic invoicing and substitute archiving
- Advanced accounting services and reporting

### The services offered are:

**The main services** offered in outsourcing by PwC Services, both on the client's accounting systems and PwC's systems, are:

- **Bookkeeping** – Maintenance of accounting and tax compliance for regular companies.
- **Bookkeeping Special Purpose Vehicle (SPV)** – Maintenance of accounting and tax compliance for the bulk management of SPVs (e.g. energy, financial, real estate, etc.)
- **Periodic Reporting** - Preparation of periodic financial and management reporting for the leadership (i.e., cash flow, aging, etc.) based on the client's requirements.
- **Financial Statements** - Preparation of statutory financial statements and year-end Consolidated Financial Statements.
- **Payroll** - Preparation of payslips and related administrative management.
- **Treasury** - End-to-end (E2E) treasury management.
- **E-Invoicing and E-Archiving** - Management of electronic invoicing and archiving.
- **Smart Controller** - Support in management control activities.
- **Smart Accounting Assistance** - Support for companies during workload peaks through temporary assistance in Finance Administration.

#### Other distinctive integrated services:

- Reengineering of the client's accounting processes and related advanced accounting services.
- Implementation of ERP systems for accounting and tax areas.
- Service management activities to establish and monitor service levels (SLA/OLA).
- Support services for Italian multinational clients in managing compliance abroad, including multi-country accounting services and centralized coordination through a Customer Relationship Management (CRM) system.



## Why does PwC add value to your company?

The historical expertise of PwC in finance & administration matters, combined with a technological platform featuring the most widely used market solutions, allows us to deliver a distinctive level of service compared to market practices.



### Companies on outsourcing

Outsourcing management of administrative, accounting, and tax processes for over 300 clients, encompassing both Italian nationals and Italian branches of international groups, including those listed in Italy and abroad.



### Our Resources

We have over **150 professionals** allocated to outsourcing services, including chartered **accountants** and **labor consultants**.



### ERP and Management Software

We offer services on the main ERP and management software platforms, including **SAP, SAP S/4Hana, SAP B1, Navision, Business Central 365, Oracle, E-Solver, Profis, Zucchetti, Teamsystem**, and others.

## The PwC approach

For processes characterized by a **high level of complexity**, we propose a **project-based approach** that involves an initial phase of analysis of current accounting and administrative processes and identification of potential improvements, followed by a **gradual** implementation of our outsourcing services. This approach ensures business continuity and the sharing of respective learning curves.

### 1. Operational set-up



#### One off activities

- a. **Understanding of the organizational model** and the management methods of accounting processes (as-is model): utilization of a lean approach through the organization of **dedicated workshops** for each process to be undertaken.
- b. **Identification of the optimal supply model** (to-be model): leveraging synergies between internal project capacity and the learning curve of the BPO partner.

### 2. Soft integration



#### Running activities

- a. **Structuring** the outsourcing activities based on the current client delivery model.
- b. **Flexible management of** activities, even in operational contexts that are not fully stabilized (e.g. ongoing transformation activities).
- c. **Utilization of Robotic Process Automation** to address any inefficiencies, including temporary ones, within the scope of managed services.

### 3. Continuous Improvement & Transformation

#### Fine tuning

- a. **Periodic touch points** aimed at adapting operational activities to the evolution of the delivery model.
- b. **Customized assessment of the business case** with the aim of improving the current operational model.
- c. **Make or buy analysis** and implementation of the identified solutions.

# The distinctive factors of PwC's offering



## Integrated and multidisciplinary team

PwC adopts a multidisciplinary approach. Leveraging cross-industry and versatile expertise, PwC envisions the formation of collaborative teams comprised of professionals tax, accounting, operational, procedural, and technological knowledge. These capabilities are essential for addressing broad and intricate projects.



## Technology and Transformation

PwC's recurring investment in new technologies allows for achieving a high level of efficiency and accuracy in the results obtained. This capability is reflected in the automation of specialized activities and integration with clients' process systems, supporting transformation projects and working synergistically with the teams responsible for outsourced processes.



## Brand and Security

The reliability and level of confidentiality with which PwC operates in all its specialized services, starting from compliance services, enhance the brand value of its clients and garner recognition from its stakeholders.



## Global Coverage

PwC's global presence supports all its clients' subsidiaries. This distinctive factor allows the client to interact with a single global contact, facilitating the implementation of territorial expansion plans and integrated and centralized compliance management.



## Flexible Delivery Model

By utilizing agile methodologies and flexible tools, the delivery team can respond swiftly to changes in client needs, new technologies, or emerging challenges. This enables the optimization of delivery processes, enhances efficiency and operational quality, and minimizes response times.



## Service Management

PwC, to further enhance the quality of services, provides dedicated resources for monitoring compliance with the agreed service level agreements. Monitoring efficiency and service quality indicators are not only a means for PwC to ensure accuracy, quality, and adherence to responsibilities but also a starting point to continually identify areas for service improvement.

## Contacts

**Davide Rotondo**  
Partner

+39 346 781 2775  
davide.rotondo@pwc.com

**Roberto Pilati**  
Partner

+39 348 150 5253  
robero.pilati@pwc.com

**Fabio Pirolozzi**  
Partner

+39 348 995 8112  
fabio.pirolozzi@pwc.com