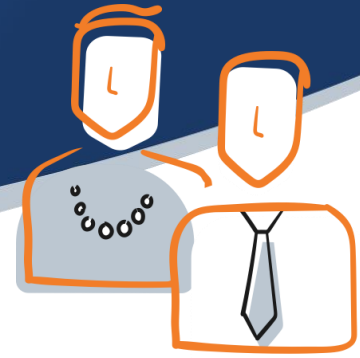




your partner, your future

WHO WE ARE

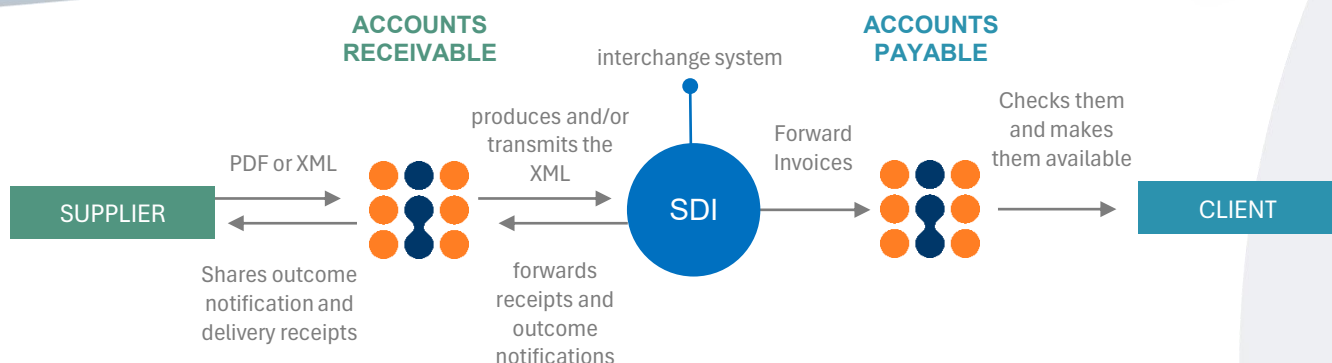


A leader in **administrative and document process management outsourcing**, for 25 years Indicom has been the point of reference for large companies and SMEs in **Information Management** and **Business Process Outsourcing** services.

State-of-the-art technologies, many years of experience and constant search for innovative solutions allow us to offer our customers **tailor-made solutions**, adapted to their needs, for the **optimisation** of administrative processes and the **digitisation** of business processes.

+ 500	Medium and large customers
+ 5.000	Clients: small and professional firms
+ 120	Specialised resources
+ 1 bn	Digitally stored documents
+ 135.000.000	Electronic invoices being managed from 2014
4 locations	Manufacturing/commercial: Milan-Paris-Rome-Riccione

ELECTRONIC INVOICING ITALY



The **e-Invoicing** service for **businesses** and **public administrations** makes it possible to send and receive electronic invoices and notifications in XML format and allows consultation on the dedicated portal.

As an intermediary authorised to transmit data to the **Interchange System**, Indicom proposes an effective solution capable of optimising the entire electronic invoicing process between private individuals and towards the PA, which is reliable and customisable according to the customer's needs, and which also includes **format** conversion and **digital storage in accordance with regulations**.

Indicom is also the partner of choice for **foreign** electronic invoicing management.

ELECTRONIC INVOICING INTERNATIONAL

Why choose outsourcing?



Companies today face a major challenge with regard to the **electronic invoicing process in Europe and worldwide**.

The introduction of the e-invoicing obligation puts companies in the position of having to equip themselves with **IT models adapted** to the peculiarities of their country and with the right **responsiveness to inevitable regulatory changes**.

The solution is to rely on **specialised companies that** can handle the service anywhere in the world. **Indicom** is one of them. Starting with the provision of the **service in Romania**, we have **accredited ourselves as a PA – Plateforme Agréée in France** and will be present in all countries, starting with **Germany** (1 January 2025), which will progressively adopt electronic invoicing.

How outsourcing turns weaknesses into strengths:

CRITICITIES (internal)

- ▶ **Management of different models and flows** for each country
- ▶ **Multiple Supplier Approach**
- ▶ **Constantly updated with respect** to regulatory developments
- ▶ **Non-optimised process management**
- ▶ **High costs**

ADVANTAGES (outsourcing)

- ▶ **Standard management and single supplier** to interface with
- ▶ **Compliance** with regulations
- ▶ **Reproducibility** across countries
- ▶ **Improving relations** with customers and suppliers
- ▶ **Economies of scale**

ELECTRONIC INVOICING INTERNATIONAL

The service



Indicom, one of the most trusted players **for e-invoicing services globally**, operates directly, or through partners, in e-invoicing countries.

The service provides our customers with the necessary tools **to send** e-invoices, through the **multilingual and** country-specific **INHUB** platform, which allows, in particular

- ♥ **Filling in** invoice fields
- ♥ Sending and consulting **accounts receivable**
- ♥ Receipt and consultation of **accounts payable**
- ♥ **Validation** of receivable invoices against specific regulations
- ♥ Sending any **compulsory reports to the authorities** to and from the various countries



Indicom also deals with:

- **Reconciliation** services between supplier invoices, purchase orders and delivery notes
- **Preservation in** accordance with standards

BPO

Business Process Outsourcing



Many years of **administrative and management** experience enable the **effective management of individual steps or entire business processes**, optimising operations and transforming fixed costs into variable costs.

THE MOST IMPORTANT SERVICES

- **ACCOUNTS PAYABLE MANAGEMENT** (Reconciliation of Orders, Delivery Notes, Invoices)
- **ONLINE ACCOUNTING ENTRY OF INVOICES**
- **ADMINISTRATIVE BACK OFFICE**
- **INTRASTAT MANAGEMENT**
- **RECONCILIATION OF SUPPLIER ACCOUNT BALANCES**
- **CASH RECEIPT RECONCILIATION MANAGEMENT**
- **STATEMENT RECONCILIATION**
- **EMPLOYEE EXPENSE MANAGEMENT**
- **CUSTOMS DECLARATION MANAGEMENT**
- **PRACTICE/CONTRACT MANAGEMENT**
- **SPECIALISED DATA ENTRY**

ACCOUNTS PAYABLE (P2P)

Why choose outsourcing?



The **accounts payable** process, also known as "**procure to pay**," refers to all documents and procedures arising from the relationship between the company, warehouse, and suppliers, which generate the company's **financial outflows** from the issuance of the purchase order to the actual payment to the supplier.

The reconciliation of purchase orders, delivery notes, and supplier invoices is a key step in the Accounts Payable process. Managing this complex workflow requires expertise, time, and costs but above all, a structure that **operates continuously** and is capable of handling the typical **peaks in workload**.

This raises the question: is it still appropriate to keep the management of the debt cycle in-house or should it be **outsourced** to a **specialised company** that makes business process management its core business?

Finally, the company can breathe!

CRITICITIES (internal)

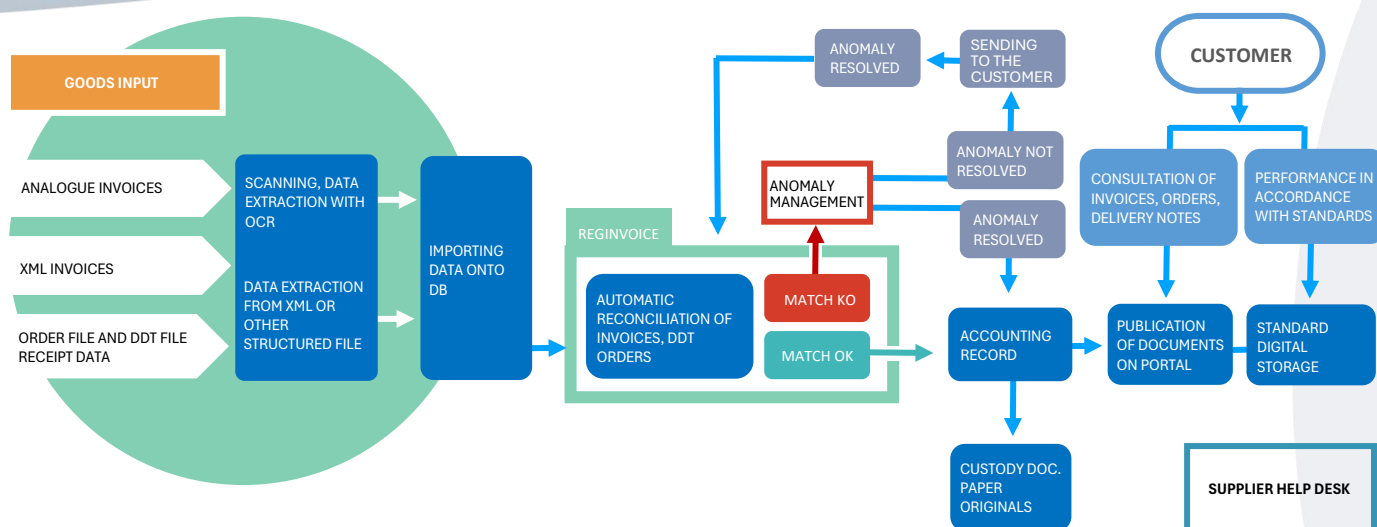
- ▶ Manual and articulated process management
- ▶ High work peaks
- ▶ A lot of time spent on anomaly management
- ▶ Uncovered activities due to staff absence
- ▶ Fixed resource costs

ADVANTAGES (outsourcing)

- ▶ Automatic or semi-automatic process management
- ▶ Activity monitoring tools
- ▶ Anomalies managed by our specialized resources
- ▶ Guaranteed operational coverage at all times
- ▶ Variable costs depending on the volumes of work to be handled

ACCOUNTS PAYABLE

The Indicom service



RECEIPT OF DOCUMENTS

- Purchase Order Receipt
- Receipt of Shipping and/or Goods Entry Documents
- Receipt of Supplier Invoices

RECONCILIATION

- Activities carried by AI systems with oversight from **specialized** Indicom **operators**:
- Quadration between purchase orders, delivery documents, and invoices (3-way match), using automated systems with AI.

ONLINE RECORDING of invoices - Activities performed by Indicom specialised operators:

- Data Entry
- Entry of cost or revenue accounts
- Possible entry of further data
- Check of amounts and quantities
- Registration Confirmation
- Sending to the document management system and in compliant Preservation.

DOCUMENT MANAGEMENT



Indicom offers an outsourced **document management** service thanks to the employment of highly specialised and qualified personnel capable of managing **all the necessary steps**, from taking charge of the dossier, to checking the requirements valid for accession, to its successful closure. Where possible, systems for automatic data recognition and classification are used.

MACRO-ACTIVITY

- Verification and detailed analysis of the correctness and completeness of documentation (e.g. Leasing contracts, ecobonus files, activation of banking services)
- Analysis of data in the documentation
- Customer consultancy for possible membership applications - either via telematics or dedicated call-centre service
- Support for the compilation of documentation and resolution of anomalies - both telematically and via a dedicated call-centre service

INFORMATION MANAGEMENT



Indicom's innovative Information Management offering is **comprehensive** and **constantly evolving**:

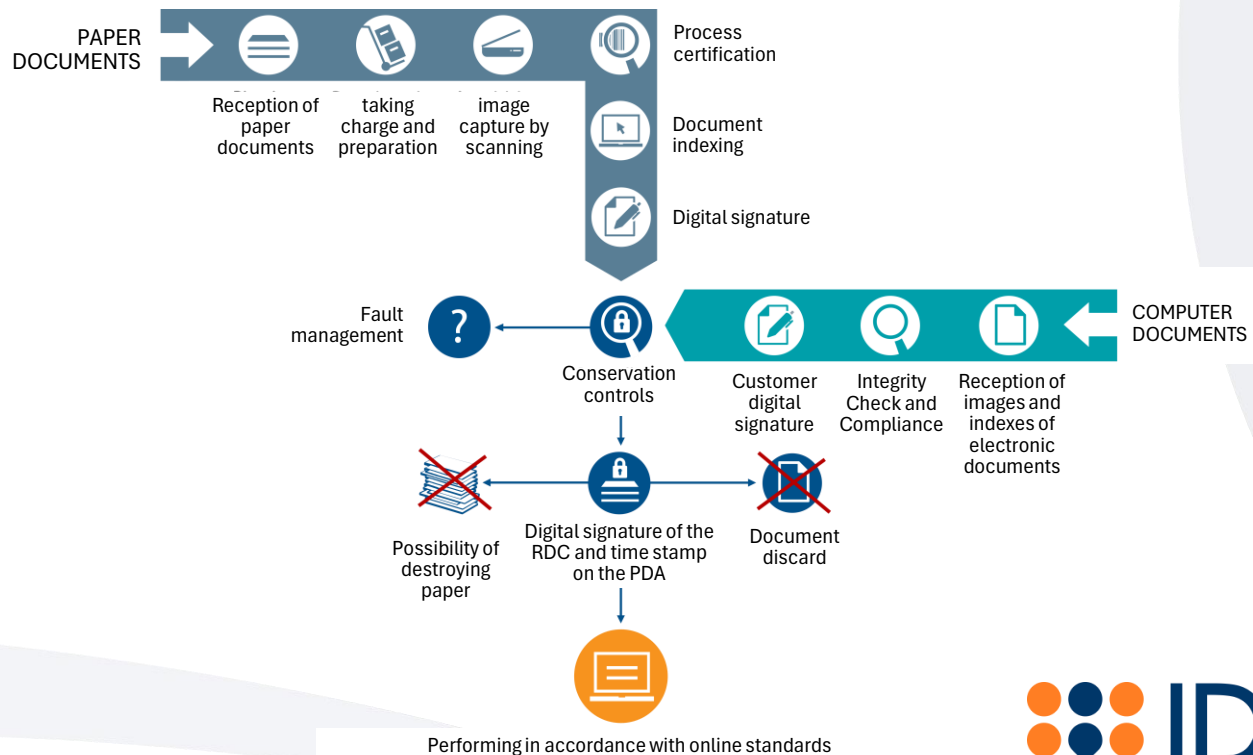
- **Dematerialisation** of documents and **digitisation of** processes
- **Original** document case
- Italian and international **electronic invoicing**
- Standard digital **storage**
- **Foreign invoice** management
- **PEC** management
- **NSO** Management
- **Enterprise** Content Management
- **Electronic signature**

DIGITAL PRESERVATION



Indicom ranks among the realities **of excellence** in the world of digital preservation, backed by many years of experience in the sector **that began in 2006**.

The service guarantees the **full legal validity of** business computer documents over time, preserving the requirements of **Authenticity** of Origin and **Integrity** of Content conferred during their formation



ARCHIVING

Electronic and paper



Digital transformation is bringing about major evolutions for classic business models. It is radically changing the way of working within companies, with the elimination of the traditional paper-based medium.

Indicom's paper filing and storage service meets this need by eliminating paper from offices.

The proposal covers every step of the process, from the taking in of the documents to their eventual destruction.

The dematerialisation of documents makes it possible to eliminate inefficiencies and errors related to paper management by making them **available in a single digital archive**, shared and searchable on a document platform.

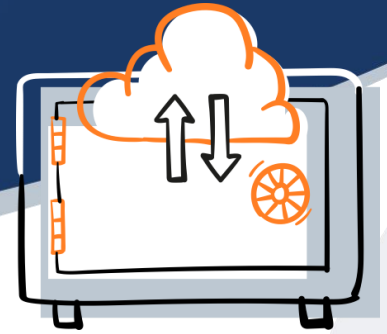
CONSULTING



We guide our customers towards **digitisation of processes** and **dematerialisation of information assets**, ensuring constant **regulatory updates**, in-depth staff training and ongoing support in the analysis of existing document processes by **our experts**:

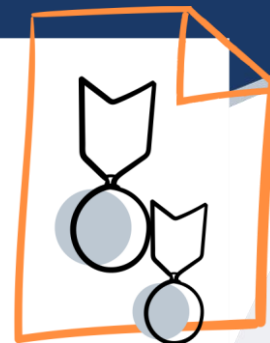
- Analysis of the **tax regulations** of the countries involved in the e-Invoicing process
- Analysis of existing **conservation processes**
- Constant **updating on current legislation**
- Support in the drafting of the **Conservation Manual**
- **Conservation Officer** Training
- **Webinars** and **podcasts** to support training activities

BUSINESS CONTINUITY



- Owned **data centre**
- **Private cloud** with virtual clusters, HA systems no single point of failure DR site more than 300 km from the main one
- Periodic **Vulnerability Assessment** and **Penetration Testing** activities, also by customers
- **Independent management** network with constant monitoring and **automatic alarm** systems
- UPS in the data centre room with **2 h 30 min autonomy**
- **Electric generator** with autonomous power supply for 36 hours
- **24-hour** access control and **video surveillance**

CERTIFICATIONS



ISO 9001

Design and provision of standard digital preservation, electronic invoicing, optical archiving and business process outsourcing services. Design, scanning, archiving and mass dematerialisation of documents.

ISO/IEC 27001

Management of the logical, physical and organisational security of information and documents related to the digital preservation process. Design, scanning, archiving and mass dematerialisation of documents. Certificate issued in accordance with the version of the applicability declaration of 21/06/2022.

ISO 37001:2016 ABMS

Corruption Prevention System

AgID qualification (former accreditation) Registrar for Public Administration

PA

Accreditation as PA (Plateformes Agréées, ex PDP – Plateforme de Dématérialisation Partenaire) for electronic invoicing service in France



Service provider accredited by **Peppol** as an **Access Point (AP)** and **Service Metadata Publisher (SMP)**





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