

**SINTEMA**  
retail services



**RETAIL**

Outsourcing services for the development and management of a network of stores: accounting, payroll, balance sheet, tax and corporate fulfillments, controlling, legal, consultancy and complementary services.

- Develop an outsourcing structure integrated with the company and stores that allows for efficient collaboration.
- Ensure control and consistency of data and information administered through integrated processes in which each activity is entrusted to a single supervisor that coordinates the staff and experts involved.
- Use highly advanced software platforms that allows clients remote access and electronic management of documents which significantly reduces problems related to storage and consultation.
- Systematically perform administrative tasks of controlling and reporting.
- Provide specialized consultancy on particular aspects of tax, corporate, legal and labour areas.
- Support companies in defining its internal organizational procedures.



# ADVANCED SERVICES FOR THE RETAIL BUSINESS

## ABOUT SINTEMA

Founded in 1982, Sintema provides outsourcing services in the administrative and personnel areas. The company is part of PKF International, a worldwide association of 230 legally independent firms present in 120 countries with over 400 offices and around 13,500 partners and staff.

Sintema's mission is to offer quality and high value-added services by using innovative tools and methodologies to secure effective results. The company is connected to two other entities: PKF Consulting, which operates in the areas of strategic, financial and organizational consultancy and Studio Tributario e Societario – STS, which provides tax, corporate, legal and labour consultancy.

In light of its significant experience, providing administrative and personnel services to national and international retailers, the company formed Sintema Retail, a new division entirely dedicated to companies within this sector.

## SINTEMA RETAIL

The aim of Sintema Retail is to provide a highly skilled and organized service for a real and effective operational support to retailers in managing its stores, thus allowing them to concentrate on the production, marketing and strategic development of their business. Sintema Retail provides its clients outsourcing of administrative accounting services, controlling services, legal, tax and corporate services, and human resources management services.

These outsourcing services are undertaken by a team of experts, accountants, and labour and legal consultants. Through a network of reliable external partners, Sintema Retail is able to offer consulting and complementary services such as support in visual merchandising, computer systems implementation and the identification of external suppliers (store fitters, technicians, security managers, etc.).

“ We can now devote ourselves to the sales and development of our brand because Sintema Retail provides an organization that fulfills all of our needs with care, competence and timeliness. ”

“ We were not able to organize an administrative structure internally that was both efficient and streamlined. Sintema Retail represents for us a skilled partner that can ensure effective services and provide immediate and competent answers in matters related to corporate, tax and labour regulations. ”

“ Sintema Retail has organized information flows and procedures to manage and develop our stores network. ”

## SINTEMA RETAIL SERVICES

### Administrative Services:

Sintema Retail is organized to handle the entire administrative activities cycle: analysis and inputting of accounting data, administrative controls, preparation of the company reporting and group consolidated financial statements in accordance with civil and international accounting principals. Each activity is performed by our expert accountants based on the specific needs of each client.

The professionals, all registered certified accountants, deal with the formalization of financial statements and tax returns as well as related corporate and fiscal compliances.

We have a task force of highly motivated professionals able to deal directly with the client company's management and available, on demand, to provide action and advice on specific administrative, fiscal and taxation issues.

### Human Services Resources:

Sintema Retail ensures the comprehensive management of payroll, social security, tax and legal fulfillments, with a team fully-dedicated to these activities. Moreover, Sintema HR's labour consultants are eligible to provide all types of technical advice concerning labour standards, individual and/or collective disputes and contractual renewals.

For the more demanding clients, we provide a software platform that allows them to connect online, enter the information through guided data entry processes and to access all information and documents needed to analyze, produce accounting data, view documents and receive updates on new legislation.

### Legal and Corporate Services:

The legal and corporate areas are capable to closely assist companies in initiatives for safeguarding the company, its entrepreneurs and administrators, providing support for all aspects regarding the formation, life, transformation, and dissolution of companies. The company has significant experience in acquisitions, demergers, sales of branches of business and due diligence.

The legal area is able to support companies in the preparation of typical and atypical contracts, standardized, general conditions, agency contracts, procurement, temporary collaborations, etc.) and in negotiations with clients, suppliers and agreements with third parties.

The legal area is able to support companies in drawing up and administrate affiliation contracts in accordance with the laws in force.

Our internal corporate secretarial department deals with the updating of legal books, preparing and formalizing all types of corporate deeds and, additionally, manages all the administrative and bureaucratic activities related to permits, commercial licenses and local taxes.

### Controlling Services:

In addition to the preparation of fiscal, administrative and tax data, Sintema Retail is able to offer its clients economic analyses of their business. Sintema Retail works with managements to prepare reports, structure budgets and evaluate business plans.

The analyses carried out are published on sintemanet.it, a tool that enables companies to review and analyze through guided navigation, the respective details and documents of origin.

### Consulting Services and Complementary Services:

Through a network of reliable partners, Sintema Retail offers support to companies in other areas of retail business management: advice on the definition of a concept store and its layout, visual merchandising action plans, identification of security managers for the fulfillment of all obligations foreseen by law, provision of store fitters and technicians for maintenance and store renovation, support in the implementation of software management, analyses and advice for the development of franchising and identification of a formula.





## SINTEMA RETAIL STAFF

Sintema Retail staff are highly experienced and autonomous and this, in addition to data entry and processing activities, allows our skilled accountants to effectively perform controlling activities, auditing, and temporary management services.

The staff work at both the headquarters of Sintema Retail and at clients' offices, using international management systems such as SAP and Microsoft with direct and/or remote access.

Each activity by the staff is coordinated and monitored by registered certified professionals.

Both the staff and professionals are able to communicate in English while interacting with the management of the client company.

## OUR CLIENTS

Our clients are small and medium sized retailers typically represented by controlled Italian subsidiaries of international groups.

We work with manufacturers and/or sales distributors that want to expand their retail business.

We assist entrepreneurs and/or businesses in the start-up phase and/or during the development and consolidation of chain stores.

We also support our clients in the process of restructuring and/or reorganization of its own structure.

## SINTEMANET.IT

Sintema Retail uses advanced software platforms that enable remote access to clients and is able to integrate its information system with key business systems in the market.

The company has also introduced a tool for archiving and online consultation of all company key documents: balance sheets, invoices, commercial licenses, declarations, with the possibility of consultations through query. This platform is shared with the client, defining in a personalized way space, layout, users and access levels in relation to the internal organizational requirements.

Each client is assisted by a key account person who coordinates with the competent professional to satisfy enquiries.

- Over the years, Sintema Retail has created synergy by combining expertise, methodologies and cutting-edge technological advances with an eye towards constant innovation; this has helped position it as one of the sector's main players.



# SINTEMA RETAIL YOUR OUTSOURCING BUSINESS PARTNER

Management of store  
personnel and staff  
Payroll elaboration  
Social Security  
and tax fulfillments

Supplier coordination  
for store fittings  
and/or maintenance  
Implementation of  
IT systems  
Visual support

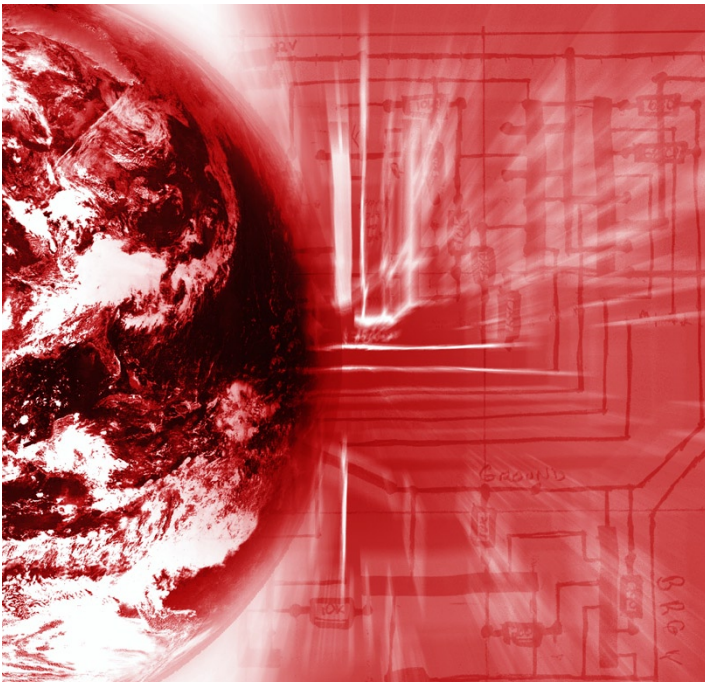
General and VAT accounting  
Financial Statements  
and fulfillments  
Administrative consultancy

DIGITAL ONLINE ARCHIVE OF  
ALL COMPANY DOCUMENTS

Budget e business plan  
Periodic reporting  
Financial management  
Assistance and  
procedures for internal

Preparation of balance  
sheets and tax returns  
Tax and  
fiscal consultancy  
Tax litigation  
assistance

Legal assistance  
during negotiations  
Local administrative expertise  
(taxes, store licenses,  
permits, etc.)  
Drawing up and management  
of franchising contracts



**PKF**

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retail services

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