

<http://www.infineon.com/cms/ww/IFSSC/index.html>

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### REQUEST FOR SERVICES

For more information on outsourcing business services, do visit us in [www.infineon.com/pt](http://www.infineon.com/pt) or send us an email to [ifssc@infineon.com](mailto:ifssc@infineon.com)



# Infineon Shared Service Center

IN PORTUGAL

## WHO WE ARE

IFSSC is an accounting service center, fully owned by Infineon Technologies AG, based in Porto district, operating successfully since 2013.

We provide tailored business services (accounting, purchasing, human resources, corporate governance and controlling) for medium and large size companies who demand expertise in POC, IFRS or US-GAAP accounting standards, in SAP R/3 complying to Sarbanes-Oxley Act requirements.

Our customers benefit from our cost-effective and world-class processes, technical innovation and motivated personnel.

We deliver a reliable and high quality service to customers while continuously driving costs down through standardization, process enhancements and encouragement of employee excellence.

We commit.  
We innovate.  
We partner.  
We create value.



## WHAT WE OFFER



Our IFSSC offers the whole spectrum of F&A functions, including:

- **Master Records** - customer, vendor, employee, asset, chart of accounts, cost center and profit center master creation and maintenance.
- **Accounts Payable** - invoice receipt, verification, approval management, entry and payment, vendor reconciliation, recovery of debt balances, maintenance of payable accounts.
- **Accounts Receivable** - invoicing, dunning, credit and collection, payment clearing, customer reconciliation, customer allowances.
- **General Accounting** - journals, GL coding, cost accounting, fixed assets, physical inventory, intercompany reconciliation, VAT declaration
- **Projects Support** - design business requirements, project documentation, training, SAP testing and support to implementation
- **Training** - best practices, internal compliance, tax requirements, SSC set-up until stabilization.



- **SOX Compliance Support** – definition of risks and controls in accounting function; perform controls, document, archive and report results
- **Quality Control** (Processes / Financial data) – walkthroughs, sample inspection, identification of deficiencies and actions for remediation

## SELECTED CUSTOMER QUOTES

"I recognized very fast response and a very good execution of my request. Beside this I very much appreciate the deep knowledge of the team."

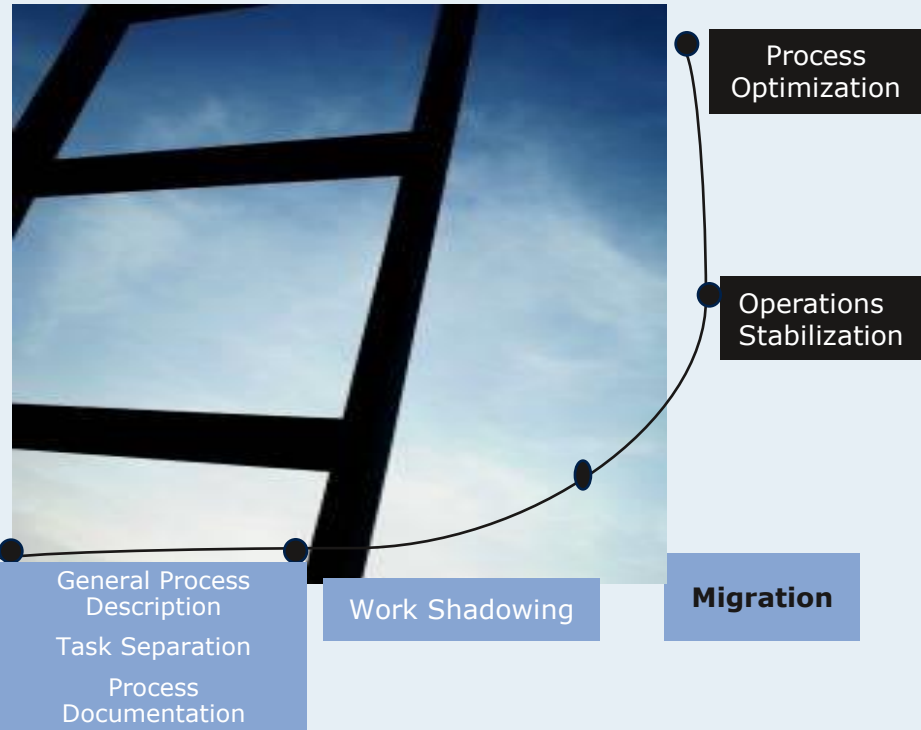
"I always got a very good support by IFSSC for the various projects."

"The team has been very helpful in responding to requests promptly. They are doing an excellent job!"

"From my point of view, [the good performance] is a result of the fact that no big personnel changes take place in the team!"



## HOW WE DEFINE OUR PATH TO SUSTAINABLE MIGRATION



### Deliverable after migration

Process manuals are generated after migration and will be delivered to customer. The handbooks are updated frequently and form the basis for the day-to-day operations.

### HOW WE KEEP KNOWLEDGE AND TECHNOLOGY UP-TO-DATE

Our employees are permanently trained in accounting and methodologies (minimum of 40 hours on an annual basis).

IFSSC is member of different local and international Shared Service Clubs to exchange the actual developments in shared services.

IFSSC management attends shared service conferences regularly and speaks about several SSC areas (i.e. process harmonization, definition of KPIs, etc.)

## HOW WE WORK AND COMMUNICATE

IFSSC establishes a service and interpersonal relation with the customer.



We work with electronic workflows and communicate by self-developed IT tools (i.e. customer request tools), by internet, email or by phone.

Customer is able to monitor the status of all activities performed in IFSSC.

## HOW WE SAFE-GUARD QUALITY OF SERVICES

IFSSC measures Key Performance Indicators in all service areas on a monthly basis and provides an electronic dashboard to customers.

Quarterly business reviews with the customers support a high performance level and give both parties the opportunity to work on continuous improvement of processes.

Our internal quality team audits processes regularly, identifies areas for improvement and recommends individual measures both on customer and on IFSSC side.



## WHAT WE CHARGE

Customer specific Service Level Agreements mention all responsibilities from IFSSC and customer sides. A predefined service catalogue is included with detailed information about Charging model - based on transactional volumes, complexity and time.

If customers require project or project management support these activities are charged with competitive hourly/daily rates.

## References

**Infineon Technologies Group** – Accounting and business administration services for 38 legal entities in Europe and North America and Finance training worldwide

**Lantiq Group** – Accounting Services for 12 legal entities worldwide

## Interested?

Please contact us for more information and individual questions