

**INSTITUTIONAL PRESENTATION - BPO**

# **INNOVATION THAT SUPPORTS THE GROWTH OF ORGANIZATIONS**

**2023**



[www.hlb.com.br](http://www.hlb.com.br)

**TOGETHER WE MAKE IT HAPPEN**

# HLB IS ONE OF THE WORLD'S **LARGEST** PROFESSIONAL SERVICES NETWORKS

With over than **50 years of history**, we seek to bring dynamism so that the local expertise of our firms and the exchange of global experiences make the difference in serving our clients.



RANKING GLOBAL  
**10th PLACE ACCORDING  
TO THE IAB 2023**

**156**  
**COUNTRIES**

**1128**  
**OFFICES**

**+50**  
**YEARS OF  
HISTORY**

**+40 THOUSAND**  
**PROFESSIONALS**

**3<sup>th</sup>** LARGEST ACCOUNTING  
COMPANY IN THE  
WORLD ACCORDING TO  






**IN BRAZIL, HLB HAS MORE THAN 25 YEARS OF EXPERIENCE PROVIDING SERVICES TO MULTINATIONAL AND NATIONAL COMPANIES AND STARTUPS.**

**90%  
MULTINATIONAL  
CUSTOMERS**

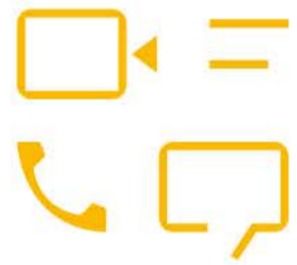
**+500  
SPECIALIZED  
PROFESSIONALS**

**4 STATES**

**7 OFFICES**

Our clients have a complete structure destined to optimize processes, with periodically trained professionals.

## BENEFITS OF HIRING HLB:



Service point by service line



Technical specialization by type of industry



Risk Mitigation



Proactivity to identify opportunities



Process standardization bringing efficiency and agility



Adjustment of costs and operational processes



Focus on core business



Embedded technology

## ORGANIZATIONAL CHART



Director/Partner



Manager



Supervisor



Analyst



Assistant

# RECOGNITION THROUGH DEDICATION AND COMMITMENT



**Network of the Year**  
International Accounting Bulletin



CARBON FREE

ID 4111

CARBON FREE E  
AMIGO DA FLORESTA

WWW.INICIATIVAVERDE.ORG.BR



- Excellent – Best Consulting Firms in Outsourcing (BPO) 2023
- Recommended – Best Consulting Firms in Audit 2023
- Excellent – Best Advisory Firms in Transaction Services 2023



## ISO 27001 Certification

HLB Brasil will be able to support your company actively and advisory in implementation for ISO27001 and ISO27701 Certification.

**BITSIGHT**

## Rating 760

### Advanced Level in Cybersecurity by BitSight

\*a pioneering company in the rating sector that provides trustworthy data and insights on security.

**Provided by the constant search for innovation and continuous specialization**

# SOLUTIONS

## BPO

- Management and accounting solution;
- Tax analysis and solution;
- Accounts payable and receivable management;
- Payroll management and solution;
- Advisory for the establishment of companies in Brazil.

## IT Advisory

- Analytics;
- ERP on Demand;
- Digital Infrastructure.

## Specialized solutions in:

- ERP Protheus TOTVS;
- RPA for Process and Task Automation;
- Manuals via Robotization (RPA);
- Software factory;
- BPM Fluig TOTVS Platform.





## **CORPORATE INSURANCE AND BENEFITS MANAGEMENT**

- Cybersecurity;
- Guarantee Insurance;
- Civil Liability;
- E&O;
- D&O;
- Health and Dental Insurance;
- Life insurance.

## **LEGAL REPRESENTATION TO FOREIGN COMPANIES**

- Local Director;
- Use of Tax Address;
- Attorney in Fact to foreign companies;
- Paralegal.

# TALENTS HLB

Thinking about the convenience of our clients, we have developed a range of services focused on talent acquisition: **Talents HLB**.

**We provide** resume screening, group and/or individual interviews, behavioral assessment, technical evaluation by field and level, and verification of previous references.

## OUR EXPERTISE:

- Operational technician;
- Specialists;
- Executive;
- Staff loan.





# HLB BRAZIL COMPLIES WITH THE TECHNICAL REQUIREMENTS OF THE MARKET, BRINGING SOLUTIONS THAT **GENERATE GROWTH.**

1

## **Qualification**

Specialized professionals who undergo regular training to equip them with the skills to serve in various industry segments.

2

## **Risk management**

Through applied technology (Total Tax solution tool) and proven efficient processes, we analyze the current scenario of your company and provide solutions to mitigate operational and fiscal risks.

3

## **Reports and document management**

We work with technologies that reduce the time and bureaucracy of requests through integration with ERP systems, real-time and on-demand report development.

4

## **Safety and quality control**

We follow all information security protocols, ensuring a high standard of quality in each step of the processes and interaction with customers, anticipating needs, and looking for growth opportunities.



# OUR TECHNOLOGIES

We work with state-of-the-art technologies, prioritizing the highest level of automation and the best in the market.

## Routine processing and documents

We optimize our customers' work flow through a tool that provides organization, transparency and reliance for completing all signature and documentation submission processes.

We provide the agility of signature processes, effective communication and mitigation of errors by maintaining total control of demands and deadlines under our clients' supervision.



**ACCESS TO  
PLATFORM**



**CLIENT REQUESTS  
THE DEMAND**



**INSERTS THE DOCUMENT  
AND INFORMATIONS**



**DEMAND  
EXECUTION**

## PROTHEUS

Efficient ERP management to automate and administer all of our customers' segments.



### FIXED ASSETS



### PURCHASES



### INVENTORY/COSTS



### BILLING



### FINANCIAL



### PERSONNEL MANAGEMENT



### TAX



### MANAGEMENT ACCOUNTANCY

#### Financial

- Accounts Plan;
- Accounts payable;
- Accounts receivable
- Cash flow;
- Investments and loans;
- Management analysis.

#### Accounting

- Budgetary management;
- Accounting tracking;
- Ledger and accounting records;
- Consolidation of groups of companies, units, and affiliates;
- Management views (DRE, BP and cash flow).

#### Tax

- Tax calculation (ISS, ICMS, ST, IPI, COFINS, CSLL);
- Income statements generation;
- Electronic obligations generation;
- Accessory obligations;
- Tax accounting records;
- Generation of ECF, ECD, SPED Fiscal, SPED, eSocial and REINF.

#### Inventory

- Activity;
- Inventory Management;
- Traceability;
- Average cost;
- Inventory consultation.

#### Invoicing

- Trade policies;
- Sales order;
- Delivery invoice;
- NF-e (Electronic Invoice) interface;
- NFS-e (Electronic Tax Invoice) interface;
- Management analysis.

#### Purchases

- Purchase request;
- Market value;
- Purchase order;
- Purchasing approval authority;
- Physical checking;



## Power BI

Based on financial statements, treasury and finance analysis, inventory and cost control, and monitoring of product margin sales, we produce management information that enables a clear view of the business, facilitating strategic decision-making.



# COMPLIANCE

## PROCESS

- Review of Tax process;
- Risk management;
- Tax Compliance;
- Focus on improvements;
- Efficiency of the process.

## TECHNOLOGY

- Quality management;
- Process safety;
- Elimination of manual entries.



# INDUSTRIES

Our commitment and expertise are dedicated to all industries.

Agriculture

Food and Beverages

Healthcare

Media and Telecommunications

Oil and Gas

Real Estate

Technology

Third Sector

**TOGETHER WE MAKE IT HAPPEN**

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**OF THE 10 COMPANIES LISTED ON THE NASDAQ,  
THAT HAVE GROWN THE MOST IN THE LAST  
FEW YEARS, 4 ARE CUSTOMERS OF HLB BRASIL.**



**STARTUP**



**SMALL BUSINESS**



**MEDIUM  
BUSINESS**



**LARGE  
BUSINESS**

# PROVEN RESULTS!

"The HLB Team is very dedicated and caring, and the services are excellent".

**Rogério Fernandes - TISI do Brasil Serviços Industriais Ltda**

"The HLB Brasil team is very easy to work with! They help us understand local changes, are flexible, responsive, and supportive. We appreciate their expertise as they make the process easy on us. Thank you".

**Lyle Cowgill - Babcock & Wilcox Global Sales & Services Brasil Ltda.**

"I want on behalf of Fimer to congratulate the entire HLB team for the successful implementation of the ERP, as well as all the processes from CP, CR, tax, financial, etc. I also congratulate the team for all their commitment to the deadline. At no time any impediment was put in our way to start in January, but we were always looking for alternatives together".

**Edmar Rodrigues - FIMER's Controller**



# OTHER SOLUTIONS

## AUDIT

- Audit of Financial Statements;
- Internal Audit and Risk Management;
- Accounting Diagnosis and Pre-Audit;
- Diagnosis of New Standards;
- Special services and revisions.

## TAX E ADVISORY

- Tax Studies –Local and International;
- Integrated programs ESG, risk and compliance;
- Review and Tax Consulting in the areas of Direct and Indirect Taxes, Labor, and Social Security FIN48;
- Transfer Pricing;
- Advisory in M&A and Raising Funds and Transactions;
- Fraud Investigation, Assessment Reports;
- Company Restructuring, Crisis Management Advisory.





# OUR TEAM



**Douglas Locatelli**  
Managing Partner



**Marcio Henrique de Oliveira**  
Leader of BPO  
Operations in Brazil



**Ines Caressato**  
Leader of BPO  
Operations in São Paulo



**Marcelo Fonseca**  
BPO leader of the  
offices in Rio de Janeiro  
and Campinas



**Renato Sella**  
Insurance Partner



**Luiz Fleury**  
Corporate Finance Partner



**Paulo Crepaldi**  
Advisory Partner



**Rogério Rokembach**  
Audit Partner

## Contact us

[institucional@hlb.com.br](mailto:institucional@hlb.com.br)

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