



# Outsourcing Services

Audit / Tax / Advisory

Smart decisions. Lasting value.

Crowe Global is ranked eighth largest global accounting network with over 200 independent accounting and advisory services firms in 130 countries around the world. Crowe Kazakhstan is recognized as the one of the market leaders in Kazakhstan and committed to impeccable quality and standards.



# Empowering businesses to achieve desired results in operational performance

We recognize that having access to timely and accurate financial information is crucial for clients to maintain a competitive advantage in today's dynamic business environment.

The practice of using outside firms to handle work normally performed within an entity is a familiar concept to many entrepreneurs. Small and medium size entities routinely outsource their payroll processing, accounting, internal audit, marketing and distribution, and many other important functions - often because they are facing restrictions in experts and experience in those functions, constraint or appetite to grow fast & compete fiercely in capital and business markets. Many large companies turn to outsourcing to cut costs. In response, entire industries have evolved to serve companies' outsourcing needs.

# Outsourcing is an essential tool for every business and government executive.

In cooperation with our company, a Customer saves itself from the need to maintain the accounting staff to provide them with space to work, to provide office equipment, pay salaries and social taxes and many other things.

By outsourcing your finance and accounting function to Crowe Kazakhstan, organizations would undoubtedly yield the sought-for operational performance improvements as accounting function represents our core competence.

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## **We provide customized finance and accounting outsourcing services to assist our clients:**

- Free-up management from administrative and regulatory tasks to concentrate on higher-level finance decision-making and other strategic corporate initiatives
- Utilize established external infrastructure, without the upfront costs
- Replace current fixed cost structure with a variable cost arrangement which is directly linked to your business requirements
- Improve back-office performance through use of service management framework

# Deep Specialization

# Our team



Alberto Simoncini  
Managing Partner

## Audit



Lidiya Petruk  
Partner



Saule Makhmutova  
Partner



Yuliya Shakurova  
Partner



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Partner

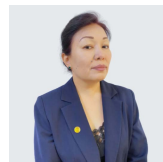
## Tax & Legal



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Partner



Bakhtiyar Nukerbayev  
Partner



Galina Kapakova  
Legal Adviser

## Advisory



Almas Mussagul  
Partner

## Outsourcing



Gulnur Katarbayeva  
Partner

# Our Approach

According to our international approach, a BPO service is constituted of three phases:



## Drawing up a SLA

- Service level agreements (SLAs) are agreements or contracts with suppliers that define the service they must provide and the level of service to be delivered, and which also set out responsibilities and priorities.
- Typical SLAs set out: the service being provided; the standards of service; the timetable for delivery; respective responsibilities of supplier and customer; provisions for legal and regulatory compliance; mechanisms for monitoring and reporting of service; payment terms; termination conditions.

- Outsourcing offers the benefits of flexibility, cost savings and improved efficiency while freeing up management to focus on running their businesses.
- Crowe Kazakhstan provides: Accounting & Tax Services - including bookkeeping, preparation of management accounts and related reporting; Corporate Secretariat; Payroll; Work In Time – a market-leading time recording, billing and payroll solution for the recruitment sector.



## Managing BPO



## Monitoring a SLA

- SLA is a bilateral agreement between a service customer and a service provider (signatory parties). Anyhow, SLA monitoring may require the involvement of third parties (either a function needs to be carried out that neither a service provider nor customer wants to do).
- In the initial stage, Crowe Kazakhstan will offer such service in parallel with the operational management of the business process outsourcing.

# Our Approach

Your benefits from the outsourcing of business / HR accounting and payroll management by Crowe Kazakhstan:

- ✓ Possibility of freeing up management time for higher-priority tasks
- ✓ Shift of liability for accounting to an outside contractor
- ✓ Hedging of risks that are due to the accountant's or HR manager's error
- ✓ Lower cost of CEO liability insurance
- ✓ Fast identification of potential compliance problems in your transactions
- ✓ Prompt tracking of rapid changes in legislation
- ✓ Possibility of mobilizing resources for non-recurrent tasks on a temporary basis expediently
- ✓ Lower costs
- ✓ Flexibility to keep certain functions inside the company and outsource others
- ✓ Certainty in confidential treatment of your information, including information on employees' salaries

# Accreditations



Certified Auditors of the Republic Kazakhstan



Certified ACCA (Association Of Chartered Certified Accountants)



Certified CIPA-CAP (Eurasian Council Of Certified Accountants)



Certified CPA (Certified Public Accountants Association)



Certified CIA-CRMA (Institute Of Internal Auditors)



Chartered Financial Analyst (CFA)



Certified CMC (Certified Management Consultant)



Financial Risk Manager (FRM) Certification



Energy Risk Professional (ERP) Certification

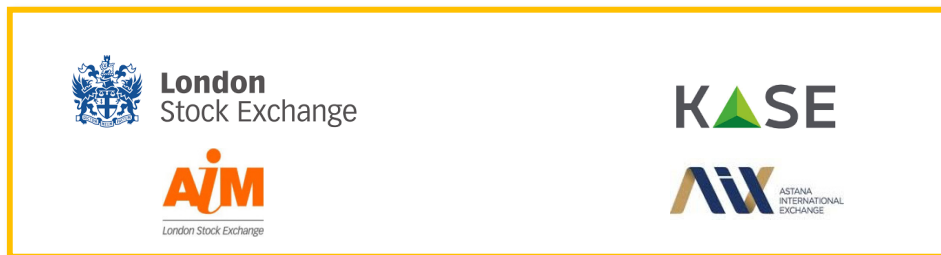


# Accreditations

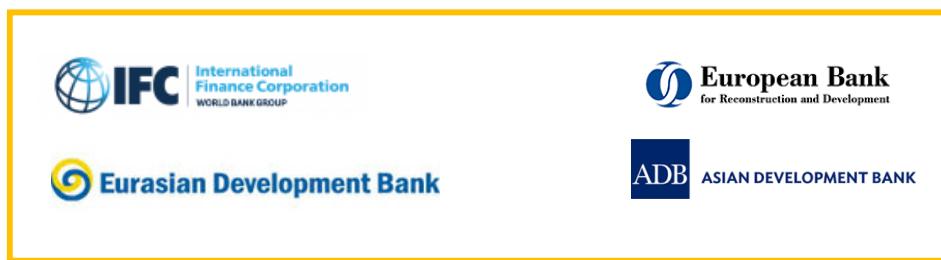
## Professional Associations



## Stock Exchange Accreditation



## International Donors





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For more information, scan QR code below:



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