

SUCCESS STORY OF BT



At the origin of cooperation...

“Some time ago in Europe Head quarters made a decision on the beginning of integration of BT and Toyota in European countries”, says General Director of “BT Moscow” and “BT St. Petersburg” Andrey Branish. “The main target of our company at that time was vividly expressed by our slogan: “One Channel - two Brands”: one channel of sales (of products and maintenance) for two brands - Toyota and BT. Stronger Together or Best of Two Worlds. I took part in the projects of integration of the Company in European and some other countries. In the year of 2007 when start of integration process was announced in Moscow I became the Head of “BT Moscow” Company. Integration processes lead to reorganization of the Company with the following transfer of employees to a new dealer of Toyota and BT. Mainly the transfer affected people who worked directly with clients, they are engineers, service engineers, managers of service departments. Totally out of 85 persons we transferred to the office of the new BT dealer 56 persons. At that moment we already cooperated with outsourcing department of BDO for around one and a half year. I can say that BDO helped me a lot in that difficult moment - they promptly prepared all necessary documents, made calculations and explained everything to my employees.”

HR audit allowed exact definition of our targets...

... After becoming the Head of BT Company Moscow office Mr. Branish, as the matter of fact, “inherited” cooperation with BDO outsourcing division from the previous management. During long time he followed very closely the processes going inside the Company, examined quality of the provider’s work, duration of duties and professionalism of specialists. After Mr. Branish got management in St. Petersburg office of the Company he decided to continue cooperation with BDO outsourcing division there as well. “Before we addressed the company we considered several offers of providers specialized in outsourcing of business processes in Moscow and St. Petersburg. But existence of a project in the sphere of personnel records, office administration and calculation of salaries successfully implemented in Moscow and experience of BDO in cooperation with Russian and foreign companies became determinative in our choice of a service provider”, says Mr. Branish. We required that provider should start addressing the issues rather quickly, provided quick, prompt and professional reaction to all our requests. We outlined range of relevant problems and in the first stage the problems were quickly and successfully solved. We carried out auditing of the current condition of personnel documentation (HR records audit). BDO conducted it in 6 days. At the moment we received a report, we realized that the problems that our Company face we could solve only with BDO division help.”

«Cooperating with outsourcing department of BDO we improve our professional level in solution of problems of personnel records, calculation of salaries and following regulations and rules of Labor Code of Russian Federation».

Mr. Branish Andrey, General Director of “BT Moscow” and “BT St. Petersburg” Companies being part of Toyota Material Handling Europe AB Group

Outsourcing division of BDO

- The division specializes in outsourcing of business processes in the area of accounting, tax compliance, payroll processing and HR administration for companies of different forms and with different organizational structures.
- The division was awarded with the First Prize in the nomination of “Outsourcing of financial functions” in the 1st All-Russian Award in the field of outsourcing named “Business Atlantes” organized under the aegis of International Association of Outsourcing Professionals (IAOP).
- The division has successful experience in development and implementation of processes of staff salary settlements for outsourcing clients.
- The division employs around 200 specialists and has more than 200 clients.
- Professional risks are insured by OJSC “Rosno” and by United Global System of insurance of professional liability BDO International.

When not only one finger works but five...

HR records audit is always useful for a company. As a result management of a company gets a list of possible risks and has a possibility to eliminate those risks before Labor Inspection comes for an examination. "BT St Petersburg" Company followed this way. As a result the Company successfully passes the examination. "If we tried to solve the problems and questions that faced us by our own forces or tried to find a specialist with corresponding experience, we, first, would lose quite a lot of time and, second, knowing the cost of such specialist in the market we would pay more", says General Director of "BT St. Petersburg". Metaphorically speaking five fingers work in BDO outsourcing division but not only one. That is you can divide a problem and involve simultaneously several specialists with necessary experience level in its solution. In this case many questions could be solved in parallel but not step-by-step as in case when only one person works. Cooperating with an experienced Provider we improved our own level of expertise in the questions of HR records and salaries calculation. Within several days in St Petersburg we completed rather serious job in HR records audit and office administration. Basing on these starting points we defined priorities. We set forth a time schedule for realization of solution of our problems till June 01, 2009 and we solved the problems. Our St. Petersburg office started cooperation with BDO in the end of April 2009. We spent around 2 months for examination of risks, working out of a program on risk elimination and for realization of the program. In parallel we passed an examination of the Labor Inspection. As a result, I can say that we passed the Labor Inspection exam successfully thanks in large part to BDO help. At the moment BDO outsourcing division is responsible for keeping of personnel records and calculation of salaries for employees of our Moscow and St. Petersburg Companies".

One channel - two brands....

...Perspective plans of Toyota Company in the Russian market are associated first of all with aspiration to remain in the leading position, with increase of its share in the market of material handling equipment every year, with improving of service contracts and of course with improving of the level of customer satisfaction, among which today there are large logistics companies, leading operators of retail sector and big production enterprises. "Joint efforts of all employees of the Company are necessary to promote traditional high quality of Toyota brand intentionally and in the most correct way. We aim to cover the whole Russia with one philosophy: "One channel - two brands". Certainly in order to achieve this target we need experience and skills of a specialized contractor, which is BDO outsourcing department. We continue our cooperation and wish our partners successful extension of market..."

BT group of companies

BT Company successfully works in the markets of Russia and CIS states for more than 15 years. It has 2 main offices - one in Moscow and one in St. Petersburg. In Russian market the Company represents a Swedish Company "BT Industries" - one of the world leaders in production and sales of equipment for materials handling. "BT Industries" Company (Sweden) develops and produces machinery, which may substantially reduce expenses and improve effectiveness of storage operations. In the year of 2000 "BT Industries" Company was bought by Toyota Industries Corporation and became its main European manufacturer.

BDO group

BDO group in Russia – audit and consulting group with 100% Russian capital, presented in the Russian market starting from 1989. In 2002, it joined BDO international, the 5th largest network of independent auditing and consulting companies in 115 countries. Currently, BDO group in Russia offers a complex support to its clients in the areas of audit, tax and legal consultations, financial consulting, management consulting, implementation and maintenance of business-applications. 50% of the Russian TOP-100 companies are our clients. BDO group employs more than 2,000 people in its offices located in all Russian Federation federal regions. The group's turnover reported for 2008 is over RUB 4.1 billion.

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