



ADAPTIVE

SOLUTIONS & ADVISORY GROUP

**Comprehensive
support for shared
services & business
process management**

**AUTOMATION CENTRE
OF EXCELLENCE (AS-A-SERVICE)**

SERVICE DELIVERY ENHANCEMENT

ADAPTIVE SOLUTIONS

SERVICE DELIVERY ENHANCEMENT

Introducing process ownership with service delivery excellence models matching end-customer expectations and process execution challenges.

Defining adequate process measures and optimizing performance control.

Driving business domain initiatives or quality improvements leveraging people engagement and technology developments.

Supporting business domain leadership, GBS management and delivery needs at all levels.

PROCESS PERFORMANCE
& QUALITY MANAGEMENT

INTERIM SERVICE DELIVERY LEADERSHIP

GLOBAL PROCESS MANAGEMENT

OPERATIONAL SUPPORT
- RESCUE RANGERS

CATEGORY MANAGEMENT

DIGITAL WORKFORCE FARM

AUTOMATION CENTRE OF EXCELLENCE

KNOWLEDGE MANAGEMENT
FRAMEWORK

TRANSFORMATION MANAGEMENT OFFICE

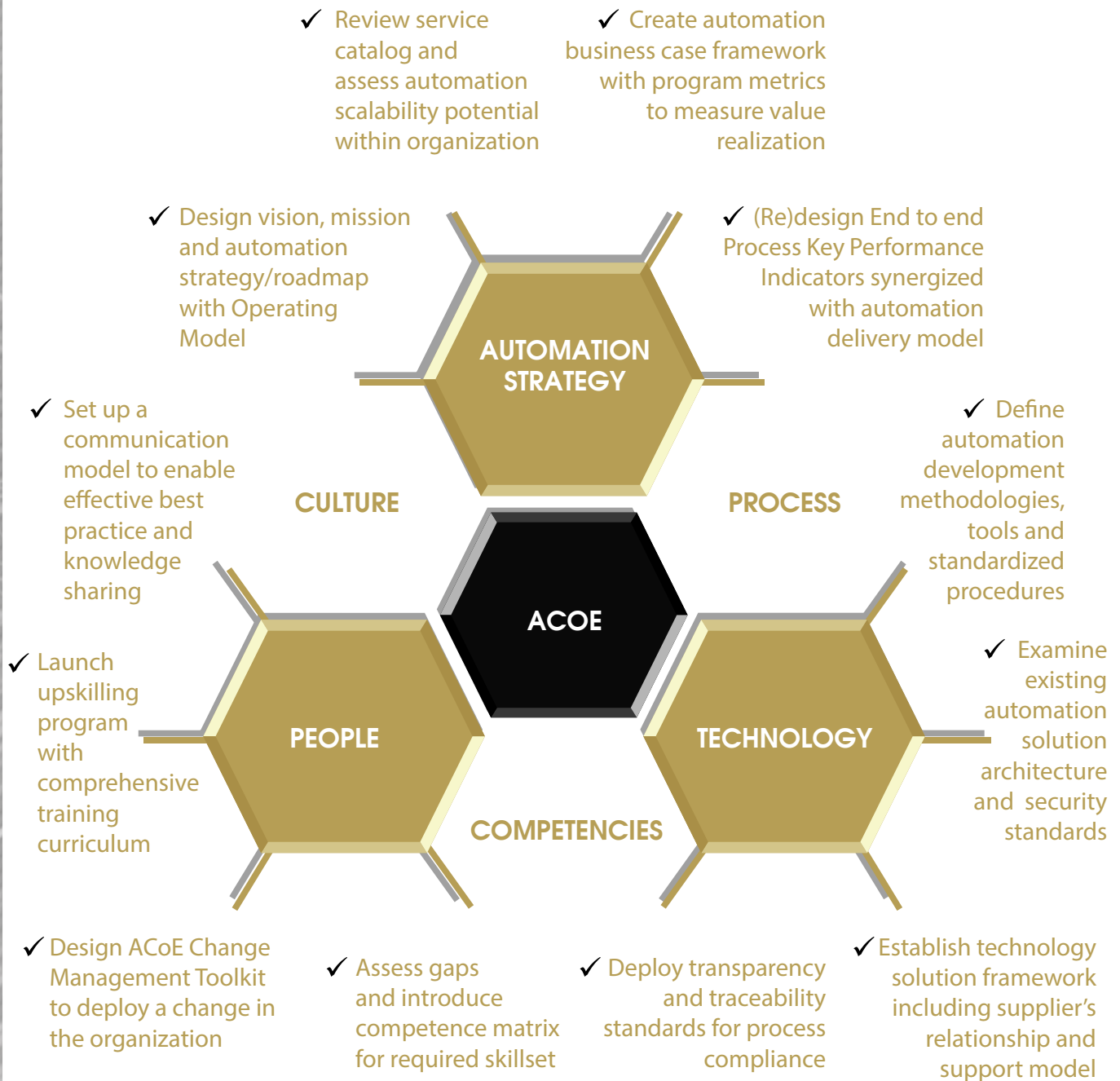
STRATEGIC BUSINESS GUIDANCE



CENTRALIZATION

AUTOMATION CENTRE OF EXCELLENCE

FRAMEWORK



AUTOMATION CENTRE OF EXCELLENCE

BENEFITS



ACoE EXPERTISE

Fast access to automation experts with effective re-use of knowledge, capabilities within organization



EFFICIENCY

Reduced manual mistakes and backlogs leading to shorter turnaround time (cycle time) dedicated to deliver business value service to the market



SECURITY

Adherence to the highest levels of cybersecurity and regulatory standards



STREAMLINED PROCESS

Optimized process steps with elimination of unnecessary loops



AUTOMATION SCALABILITY

Enabled expansion of automation utilization to wider range of services and processes within organization



AUTOMATED COMPLIANCE

Standardized automated audit process compliance procedures improving transparency and traceability



UPSKILLING

More advanced roles and responsibilities performed by motivated, capable and confident workforce

DELIVERABLES



AUTOMATION ROADMAP

Designed automation strategy/roadmap with Operating Model



DEPLOYMENT & STANDARDIZATION

Defined standardized automation development approach including methodology, tools and procedures



AUTOMATION SCALABILITY ASSESSMENT

Opportunity mapping per process with scalability level within organization



BUSINESS CASE FRAMEWORK

Created automation business case framework with program metrics and measure value realization



RISK MITIGATION PLAN

Holistic plan of change for people affected in the organization with contingency scenarios



LEARNING & DEVELOPMENT

Repository of RPA process documentation with redesigned end-to-end process workflows and controls



AUTOMATION

OTHER SOLUTIONS

SERVICE DELIVERY ENHANCEMENT

TRANSFORMATION MANAGEMENT OFFICE

Leading the organization change and x-functional integration alignment.

Optimizing organizational and cost structures via people competency development, system standardization, supplier sourcing, process reengineering, harmonization and digitalization programs.

Applying market best-practices and qualified methodologies addressing business specific implementation challenges to guarantee quantified results.

STRATEGIC BUSINESS GUIDANCE

Consulting business services strategies based on comprehensive analysis of client business imperatives, structures and functions.

Indicating opportunity potential and readiness for transformation journeys.

Defining roadmaps and organizational design changes corresponding with business goals, market benchmarks and available technology solutions.

ORGANIZATION CHANGE MANAGEMENT

PROGRAM MANAGEMENT OFFICE

DOCUMENTATION AND HARMONIZATION

BUSINESS FUNCTION TRANSITIONS

GBS SUPPLIER CONTRACT MANAGEMENT

SOURCING MANAGEMENT

AUTOMATION SOLUTION
IMPLEMENTATION

TRAINING AND COMPETENCE
DEVELOPMENT

STRATEGY FOR TRANSFORMATION

CENTRALIZATION METHODOLOGY

GBS FEASIBILITY STUDY

PROCESS MATURITY ASSESSMENT

CENTRE OF EXCELLENCE
FRAMEWORK

AUTOMATION OPPORTUNITY
ASSESSMENT

GBS OUTSOURCING STRATEGY

BSS MARKET RESEARCH



ADAPTIVE Solutions & Advisory Group

is helping organizations in adopting themselves to market environment and seize competitive advantage in the business world through centralization, transformation and automation of business processes. With unique process transformation expertise, the Company offers dedicated business solutions for shared services & outsourcing industry, including end-to-end process management, change management, technology enhancements and GBS market intelligence.