



# ADAPTIVE

SOLUTIONS & ADVISORY GROUP

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

**AUTOMATION SOLUTION  
IMPLEMENTATION**

TRANSFORMATION MANAGEMENT OFFICE

# ADAPTIVE SOLUTIONS

## 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.

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

## STRATEGIC BUSINESS GUIDANCE

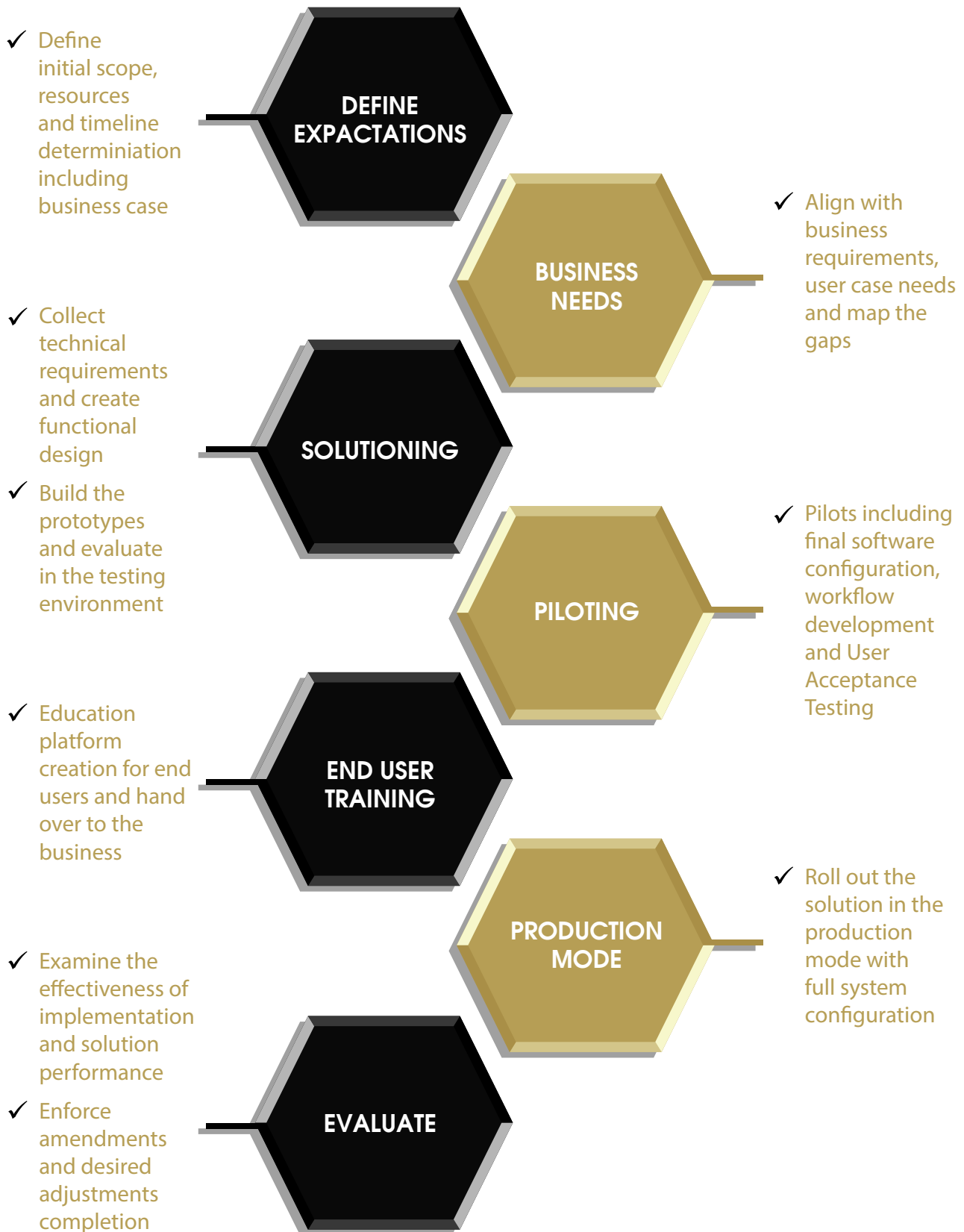
## SERVICE DELIVERY ENHANCEMENT



CENTRALIZATION

# AUTOMATION SOLUTION IMPLEMENTATION

## FRAMEWORK





# AUTOMATION SOLUTION IMPLEMENTATION

## BENEFITS



### BUSINESS ALIGNMENT

Intelligent technology solution tailored to business needs, scale, targeted budget with proven integration abilities to existing system's landscape



### PROJECT LEADERSHIP

Collaborative and comprehensive project management followed by qualified methodology, driven by real practitioners with proven experience



### STAKEHOLDERS ENGAGEMENT

In time, consistent and transparent communication towards relevant stakeholders ensuring alignment and their commitment



### IMPLEMENTATION EFFICIENCY

One single point of coordination managed by experts with strong focus on cost and time



### WORKFORCE UPSKILLED

In time trained and up-skilled employees ready to adopt newly onboarded automation solution

## DELIVERABLES



### BUSINESS CASE

Business case preparation with defined automation strategy, including ROI (Return on investment) estimate and leading buy-ins



### FUNCTIONAL DESIGN

Created workflow definition with clear information on input, output as a basis for automation implementation



### VALIDATION ASSESSMENT

Independent and documented end user validation testing ensuring errorless production performance



### PROCESS DOCUMENTATION

Repository of process changes extended with redesigned process flows



### PROJECT REPOSITORY

Storage - set of documentation UAT, technical requirements and description, project phases, customer evaluation etc.



### TRAINING FRAMEWORK

Education platform set up dedicated to end user covering functional areas

## CLIENT REFERENCES



The largest pharmaceutical company in Japan and Asia and at the world. The company has over 30,000 employees worldwide and achieved 16.1 billion USD in revenue during the 2016 fiscal year. The company has SSC, established in 2010 and located in Poland

### BUSINESS NEED

Company was looking for external advisory to play a role of Change Manager to support the global deployment of Concur Expense for its subsidiaries within the group (rollout in 70+ countries, for 30,000+ users) Managing process implementation for 2,5 years

### PROJECT SCOPE

- ✓ Creation and track project timelines for Business Process Workstream
- ✓ Development of integrated plan to address identified impacts, i.e. related to other programs rollouts. Alignment with functional and technical teams
- ✓ Run the progress review meetings for stakeholders, monitoring of deadlines according to the milestones scheduled
- ✓ Identification of risks and early warning (Risks & Mitigation), reporting to the global PMO; Being an escalation point for Business Leads and SPOCs from local

### CUSTOMER VALUE

- ✓ Provided best in class implementation strategy guaranteeing project success
- ✓ Smoothness implementation enabled business to focus on core activities
- ✓ Proactive risk identification and communication ensured more effective issue management
- ✓ Assured successful rollout of the new system in the organization
- ✓ Designed training plan for the Users
- ✓ Guaranteed Lessons learnt documentation for future waves



AUTOMATION

# OTHER SOLUTIONS

## TRANSFORMATION MANAGEMENT OFFICE

STRATEGY FOR TRANSFORMATION  
CENTRALIZATION METHODOLOGY

GBS FEASIBILITY STUDY

PROCESS MATURITY ASSESSMENT

CENTRE OF EXCELLENCE  
FRAMEWORK

AUTOMATION OPPORTUNITY  
ASSESSMENT

GBS OUTSOURCING STRATEGY

BSS MARKET RESEARCH

## 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.

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

## 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.



## **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.

