

Comprehensive support for shared services & business process management

BUSINESS FUNCTION TRANSITIONS 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 quarantee 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

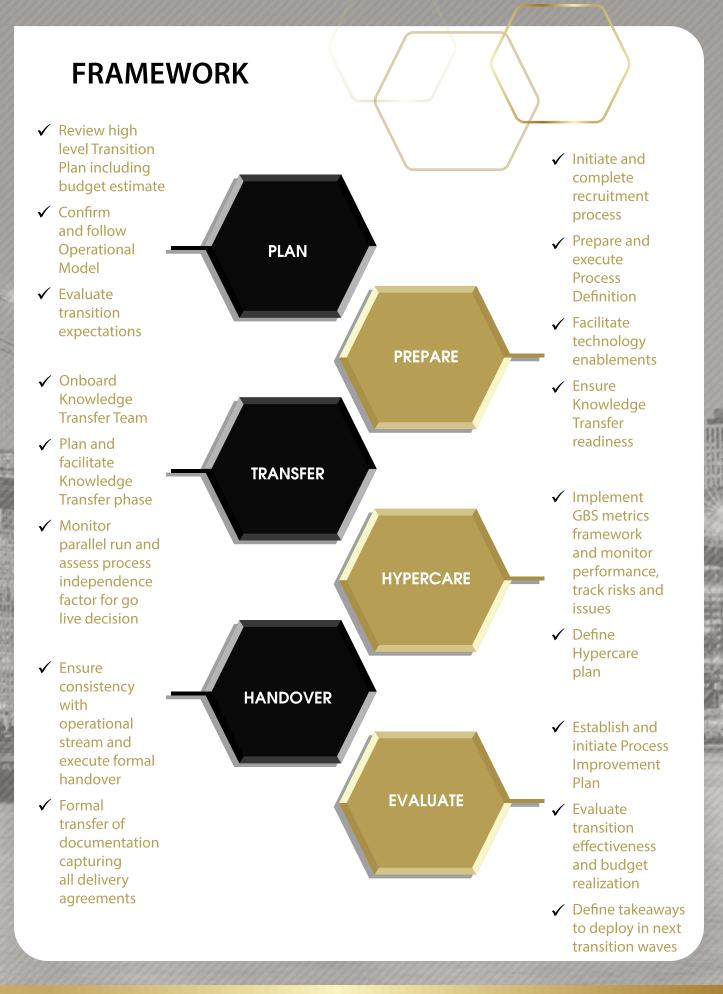
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STRATEGIC BUSINESS **GUIDANCE**

SERVICE DELIVERY **ENHANCEMENT**



BUSINESS FUNCTION TRANSITIONS



TRANSFORMATION

BUSINESS FUNCTION TRANSITIONS

BENEFITS



QUALIFIED METHODOLOGY

A clear and effective best in class transition methodology led by experienced practitioners



SEAMLESS DELIVERY

End-to-end project accountability with focus to deliver according agreed transition milestones



EFFECTIVE COMMUNICATION

In time, consistent and transparent communication towards stakeholders building trust and increasing engagement



COST OPTIMIZATION

Managed with a continuous focus on cost reduction while maximizing business values and benefits



TEAM ENGAGEMENT

Team availability and commitment to drive transition goals and whole organizational infrastructure qualitatively



COMPLIANCE & CONTROL

The established role of compliance and control in "To-be" delivery model

DELIVERABLES

GOVERNANCE MODEL

Effectively designed and followed

governance model on each stage

of transition

TRANSITION PLAN

Detailed transition plan including

timeframes of each transition

phase, dependencies & resources

involved in the transition



EFFECTIVE CHANGE MODEL

Explicit change management model deployed with communication package towards all stakeholders



RISK MANAGEMENT

Management over risk and

issue tracker

KNOWLEDGE TRANSFER TRACKER

Knowledge transfer progress evaluated in a simplify tracker



TEAM MANAGEMENT

Onboarding team members and facilitate general HR, Admin and IT matters across transition timelines



PROCESS DOCUMENTATION

An overall view on the project(s) via access to professional documentation repository

CLIENT REFERENCES



A human care leader company, pioneering clinical solutions. Its solutions are used in over 6,000 hospitals worldwide and employs around 3,600 employees globally

BUSINESS NEED

Professional advisory support for the SSC expansion.

Execution of the complex transition program across several Business Units locations globally for F&A and Service Operations.

PROJECT SCOPE

- Advisory support in development of the business case
- Workload and FTE mapping
- Coaching and mentoring for Service Operations Team
- Project Management role for F&A Asia transition and Service Operations Europe transition
- Process Definition with Business Units (Due diligence)

Integrating IT projects within the program management

Process optimization

CUSTOMER VALUE

- Increased planning accuracy of projects in terms of budget, schedule, and resources / ensured higher project predictability
- Provided control over projects through its set processes, procedures and effective communication
- / Improved project resources management
- Provided trainings, mentoring and coaching for project team that developed talents and increased employees' motivation

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.

