



ADAPTIVE

SOLUTIONS & ADVISORY GROUP

**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 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

BUSINESS FUNCTION TRANSITIONS

FRAMEWORK

- ✓ Review high level Transition Plan including budget estimate
- ✓ Confirm and follow Operational Model
- ✓ Evaluate transition expectations

PLAN

- ✓ Initiate and complete recruitment process
- ✓ Prepare and execute Process Definition
- ✓ Facilitate technology enablements
- ✓ Ensure Knowledge Transfer readiness

PREPARE

- ✓ Onboard Knowledge Transfer Team
- ✓ Plan and facilitate Knowledge Transfer phase
- ✓ Monitor parallel run and assess process independence factor for go live decision

TRANSFER

- ✓ Implement GBS metrics framework and monitor performance, track risks and issues
- ✓ Define Hypercare plan

HYPERCARE

- ✓ Ensure consistency with operational stream and execute formal handover
- ✓ Formal transfer of documentation capturing all delivery agreements

HANDOVER

- ✓ Establish and initiate Process Improvement Plan
- ✓ Evaluate transition effectiveness and budget realization
- ✓ Define takeaways to deploy in next transition waves

EVALUATE



BUSINESS FUNCTION TRANSITIONS

BENEFITS



QUALIFIED METHODOLOGY

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



EFFECTIVE COMMUNICATION

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



TEAM ENGAGEMENT

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



SEAMLESS DELIVERY

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



COST OPTIMIZATION

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



COMPLIANCE & CONTROL

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

DELIVERABLES



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



TEAM MANAGEMENT

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



GOVERNANCE MODEL

Effectively designed and followed governance model on each stage of transition



KNOWLEDGE TRANSFER TRACKER

Knowledge transfer progress evaluated in a simplify tracker



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



AUTOMATION

OTHER SOLUTIONS

TRANSFORMATION MANAGEMENT OFFICE

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.

STRATEGY FOR TRANSFORMATION
CENTRALIZATION METHODOLOGY

GBS FEASIBILITY STUDY

PROCESS MATURITY ASSESSMENT

CENTRE OF EXCELLENCE
FRAMEWORK

AUTOMATION OPPORTUNITY
ASSESSMENT

GBS OUTSOURCING STRATEGY

BSS MARKET RESEARCH

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



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.

