



ADAPTIVE

SOLUTIONS & ADVISORY GROUP

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

CATEGORY MANAGEMENT

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

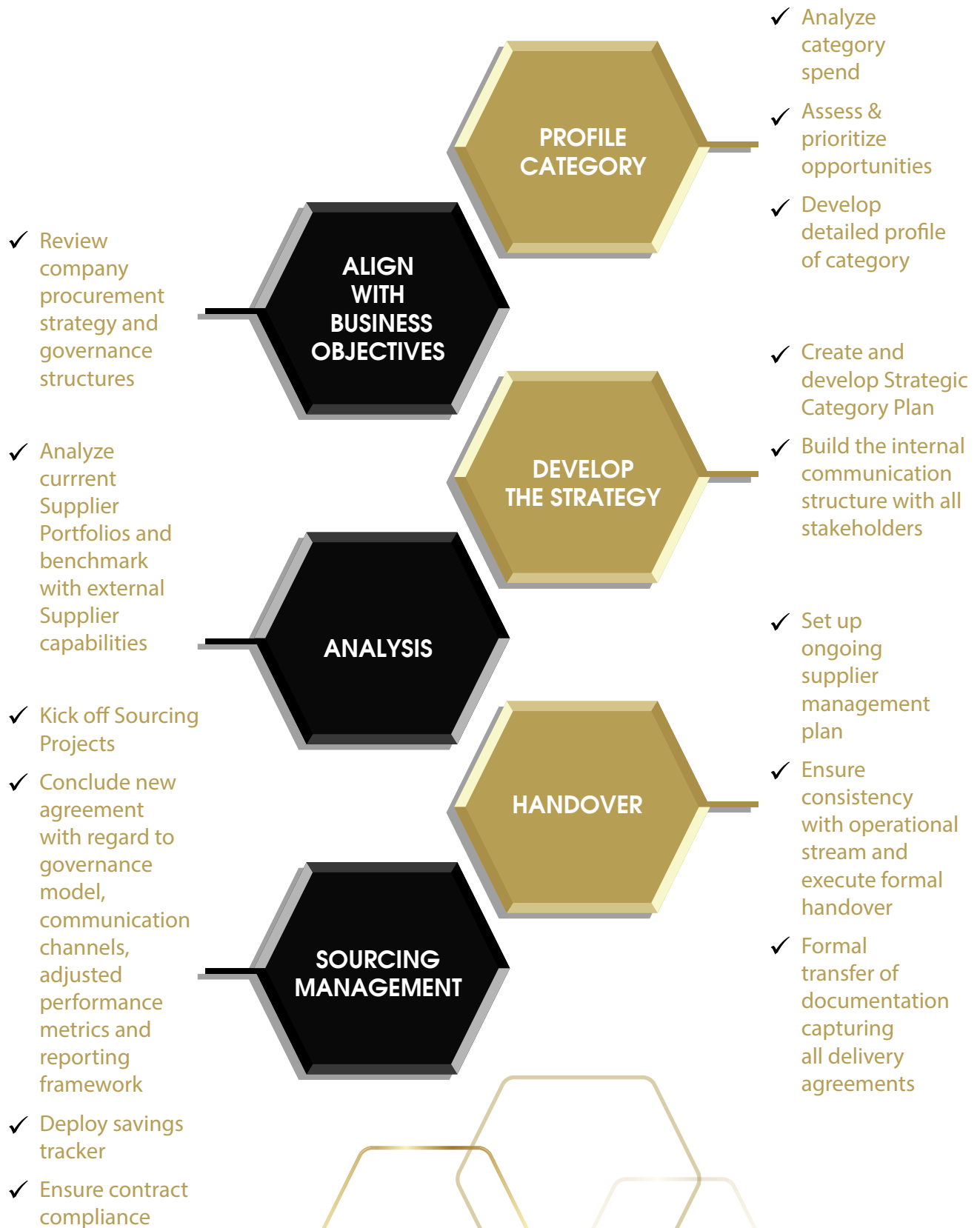
STRATEGIC BUSINESS GUIDANCE



CENTRALIZATION

CATEGORY MANAGEMENT

FRAMEWORK



TRANSFORMATION

CATEGORY MANAGEMENT

BENEFITS



PROFITABILITY

Increased level of cost optimization, better alignment of sourcing and business objective



STANDARDIZATION

Ensured uniformity of practices in sourcing process



EFFICIENCY

Transparent measures with increased vendor visibility



BUSINESS GUIDANCE

Comprehensive insight for right decision-making process



SUPPLIER RELATIONSHIP

Trusted relationships based on transparent contractual amendmends, aligned governance and regular communication



KNOWLEDGE MANAGEMENT

Established documentation repository framework and enabled knowledge management practices

DELIVERABLES



SPEND ANALYSIS

Full visibility on spend with saving opportunities indentified (opportunity assesment)



SUPPLY MARKET ANALYSIS

Market research across existing and potential new global/local suppliers



SUPPLIER DEVELOPMENT

Supplier performance report card and scoring framework



STANDARDIZED DOCUMENTATION

Structured and documented sourcing process including RFX tempate and supplier evaluation criteria



CATEGORY PROFILE

Improved visibility of spend categories with streamlined and controlled spend activities



SUPPLIER CAPABILITIES

Matrix of supplier capabilities segmented by business, sub-category, and key supplier capability



TRANSPARENT MEASUREMENTS

Calculation methodology and savings tracking tools



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.