



# ADAPTIVE

SOLUTIONS & ADVISORY GROUP

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

## CENTRALIZATION METHODOLOGY

STRATEGIC BUSINESS GUIDANCE

## 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

## TRANSFORMATION MANAGEMENT OFFICE

## SERVICE DELIVERY ENHANCEMENT



# CENTRALIZATION METHODOLOGY

## FRAMEWORK

- ✓ Align current or future GBS model with business objectives and company strategic directions

- ✓ Collect & define business expectations, explore current market trends and showcase GBS potential for the business

### ALIGN GBS ROLE

- ✓ Assess and identify potential scope for centralization
- ✓ Develop high-level business case
- ✓ Assess risks and create mitigation strategies for implementation scenarios

### ASSESS POTENTIAL SCOPE

- ✓ Executive Summary recommendations with GBS Roadmap, scale (FTEs), scope and desired service operating models
- ✓ Define detailed implementation plan including initial location assessment, risk mitigation plan and change management aspects

### RECOMMEND

### ANALYZE PROCESS LANDSCAPE

- ✓ Collect and analyze Process Documentation, Service Delivery framework, process taxonomy, process controls and technology landscape

### DESIGN OPERATING MODEL

- ✓ Design „To-be“ Service Delivery Model
- ✓ Prepare Transition Plan and approach
- ✓ Create Change Management communication package

### TRANSITION FRAMEWORK

- ✓ Deploy Transition Methodology
- ✓ Knowledge capture progress
- ✓ Stakeholders management
- ✓ Handover to Operations





# CENTRALIZATION METHODOLOGY

## BENEFITS



### SCALABILITY

Substantial talent & expertise pool thanks to concentration of the workforce in single location



### PRODUCTIVITY

Productivity improvements in process execution leveraging larger scale of operations



### PROCESS OWNERSHIP

Process ownership and performance management framework driving process improvements



### PROCESS COMPLIANCE

Process compliance by implementation of single process execution standards



### AUTOMATION

Further process standardization enabling full automation of the transactional activities



### TRANSPARENCY

Full transparency of data, process cost drivers and benchmark optimization solutions

## DELIVERABLES



### GBS ROADMAP

Preparation of GBS Roadmap (scope and scale) including strategic, tactical and operational plans



### GBS SITE SELECTION MATRIX

Initial location assessment based on business specific imperatives



### BUSINESS CASE

Created and validated business case assumptions for selected location(s)



### OCM FRAMEWORK

Designed Organizational Change Management Model



### TRANSITION PLAN

Recommended transition method and designed Transition Plan



### PROCESS DESIGN

As-Is Process assessment and designed To-Be process flows

## CLIENT REFERENCES



World leader in food, environment and pharmaceutical products testing and one of the global independent market leaders in laboratory services with over 30,000 staff in 400 laboratories across 42 countries offers portfolio of 150,000 analytical evaluating methods

### BUSINESS NEED

Global Business Process Description Program through standardization and harmonization of F&A Processes for centralization its activities to Shared Services Centre environment

### PROJECT SCOPE

- ✓ Analysis and evaluation of AS-IS process maps and Group Directives for TO-BE process design with Group Process Owners
- ✓ Identification of process standardization possibilities
- ✓ Development of Global Business Process Description and Standard Operating Procedures as TO-BE model for SSC centralization purpose
- ✓ Preparation of documentation needed for transition execution

### CUSTOMER VALUE

- ✓ Assured creation of a knowledge base containing standardized instructions (better knowledge management)
- ✓ Documented processes assured a baseline for continuous improvements
- ✓ Simplified training and ensured successful process handover
- ✓ Reduced organizational complexity by eliminating unnecessary activities



AUTOMATION

# OTHER SOLUTIONS

## STRATEGIC BUSINESS GUIDANCE

### 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.

### 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.

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

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.

