

SOLUTIONS & ADVISORY GROUP

Comprehensive support for shared services & business process management



CENTRALIZATION METHODOLOGY

STRATEGIC BUSINESS GUIDANCE

### ADAPTIVE SOLUTIONS

## 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

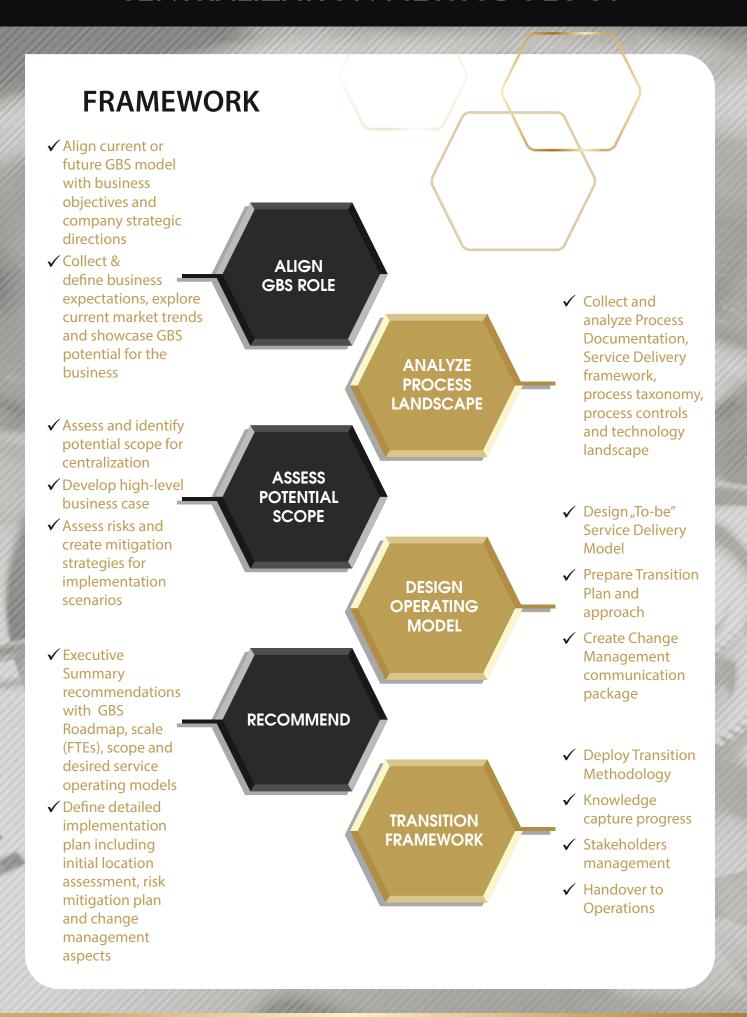
**BSS MARKET RESEARCH** 

# TRANSFORMATION MANAGEMENT OFFICE

SERVICE DELIVERY ENHANCEMENT



## **CENTRALIZATION METHODOLOGY**



### CENTRALIZATION METHODOLOGY

### **BENEFITS**



#### SCALABILITY

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



#### PROCESS COMPLIANCE

Process compliance by implementation of single process execution standards



#### PRODUCTIVITY

Productivity improvements in process execution leveraging larger scale of operations



#### **AUTOMATION**

Further process standardization enabling full automation of the transactional activities



#### PROCESS OWNERSHIP

Process ownership and performance management framework driving process improvements



#### **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



#### OCM FRAMEWORK

Designed Organizational Change Management Model



#### **GBS SITE SELECTION MATRIX**

Initial location assessment based on business specific imperatives



#### TRANSITION PLAN

Recommended transition method and designed Transition Plan



#### RUSINESS CASE

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



#### 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



### OTHER SOLUTIONS

## STRATEGIC BUSINESS GUIDANCE

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

## 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.

## 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.

