



ADAPTIVE

SOLUTIONS & ADVISORY GROUP

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

CENTRE OF EXCELLENCE FRAMEWORK

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

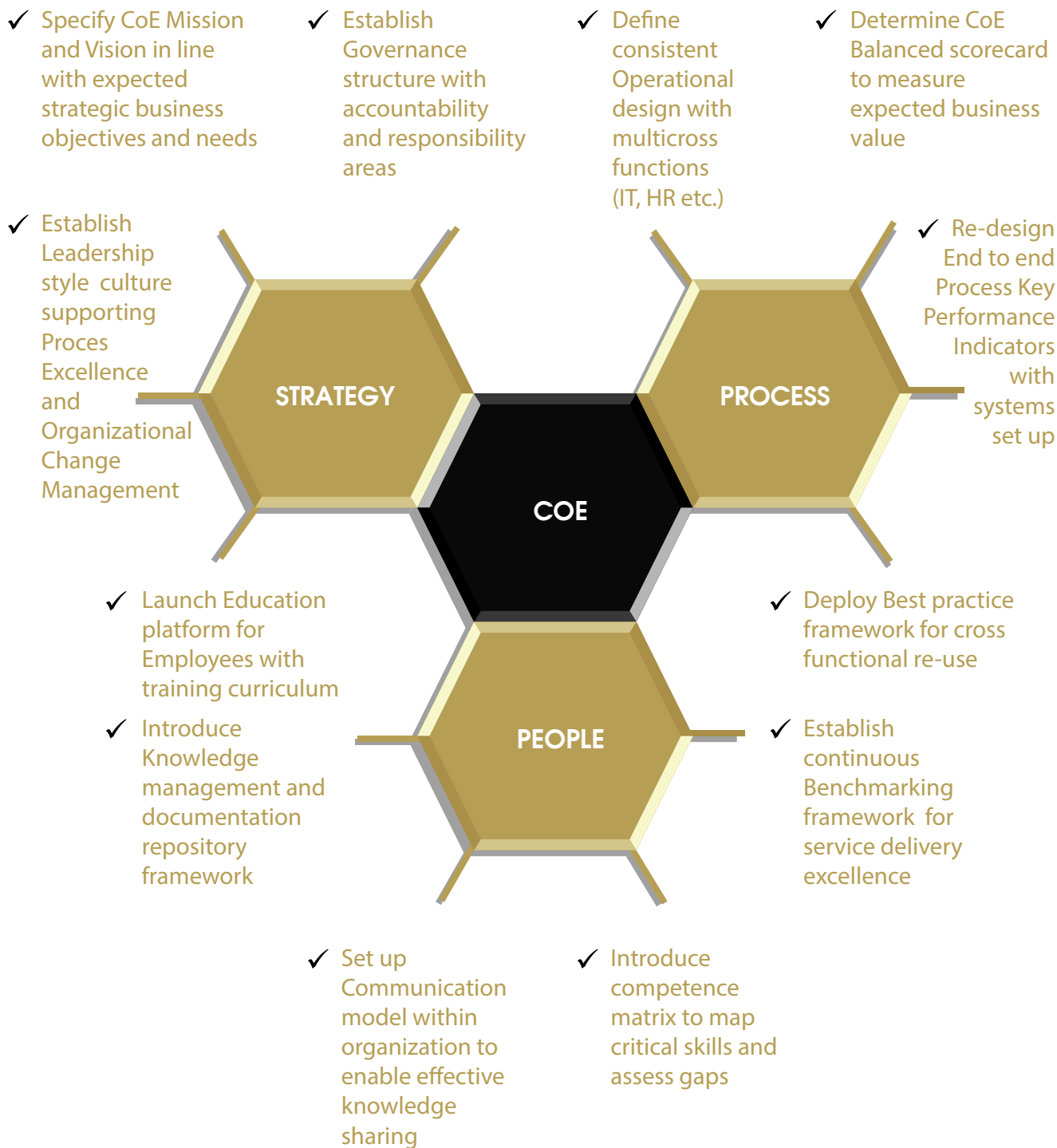
SERVICE DELIVERY ENHANCEMENT



CENTRALIZATION

CENTRE OF EXCELLENCE FRAMEWORK

FRAMEWORK



CENTRE OF EXCELLENCE FRAMEWORK

BENEFITS



SERVICE MODEL

Excellent benchmarked service model to accelerate business growth



STREAMLINED PROCESS

Operational process steps more consistent and efficiently sorted within organization



AGILITY

Shorter turnaround time (cycle time) dedicated to deliver business service to the market



UPSKILLING

Motivated, capable and confident workforce in future more advanced roles and responsibilities



EXPERTISE

More effective re-use of available assets and faster access to expertise within organization



PROCESS COMPLIANCE

Reduced organizational risk by ensuring process regulatory fulfillment

DELIVERABLES



CoE ROADMAP

Defined strategic CoE Roadmap collaborated with business objectives and dynamics



BEST PRACTICE FRAMEWORK

Knowledge management framework with comprehensive instructions and procedures repository
Creation of best practice sharing platforms



VALUE STREAM MAPPING

With all visualized critical steps in a specific process to optimize the way to deliver to customers



BENCHMARKING FRAMEWORK

Benchmarking framework as a trigger to continuous process excellence



OPERATING MODEL

Introduction of sustainable governance and communication structures



PROCESS MONITORING

Deployment of effective and thorough process monitoring system with defined performance metrics



LEARNING & DEVELOPMENT

Education platform for Employees with training curriculum

CLIENT REFERENCES



Leading global manufacturer of air conditioning appliances employing approx. 55k employees worldwide and generating a total of \$17B yearly global revenues

BUSINESS NEED

Client aimed to reorganize operating model of supporting functions and 3rd party support considering centralization of F&A and Sourcing and Procurement in different locations

PROJECT SCOPE

- ✓ Due diligence & location study on European locations for the assessment of centralization, readiness for transition and opportunities for increased efficiencies
- ✓ Creation of the SSC & BPO business cases and implementation plan with key focus areas for transition preparation and execution
- ✓ Development of the global transition plan, considering cost pressures, HR challenges and business continuity guidelines
Recommendations for TO-BE process ownership, governance and documentation completion

CUSTOMER VALUE

- ✓ Guaranteed professional assessment of the best locations for process centralization
- ✓ Defined transition plan, recommendations based on the actual Markets analysis (access to talented employees, governance, challenges)
- ✓ Designed ownership, governance and documentation structure



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.