ADAPTIVE

SOLUTIONS & ADVISORY GROUP

Comprehensive support for shared services & business process management

DIGITAL WORKFORCE FARM (RENT-A-ROBOT)

SERVICE DELIVERY ENHANCEMENT

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.

TRANSFORMATION MANAGEMENT OFFICE

STRATEGIC BUSINESS GUIDANCE

PROCESS PERFORMANCE & QUALITY MANAGEMENT

INTERIM SERVICE DELIVERY LEADERSHIP

GLOBAL PROCESS MANAGEMENT

OPERATIONAL SUPPORT – RESCUE RANGERS

CATEGORY MANAGEMENT

DIGITAL WORKFORCE FARM

AUTOMATION CENTRE OF EXCELLENCE
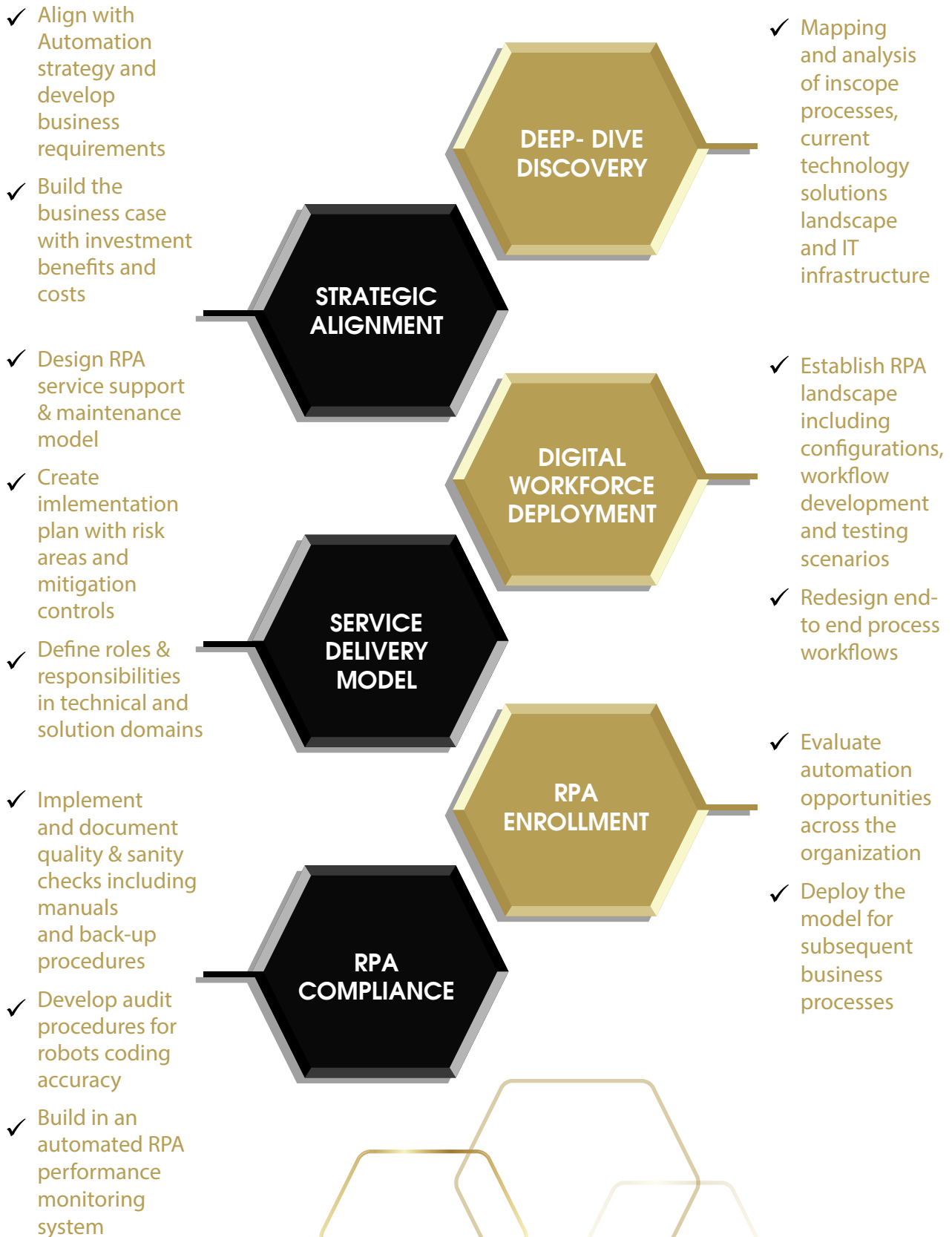
KNOWLEDGE MANAGEMENT FRAMEWORK

CENTRALIZATION

FRAMEWORK

✓ Align with Automation strategy and develop business requirements

✓ Build the business case with investment benefits and costs

✓ Design RPA service support & maintenance model

✓ Create imlementation plan with risk areas and mitigation controls

✓ Define roles & responsibilities in technical and solution domains

✓ Implement and document quality & sanity checks including manuals and back-up procedures

✓ Develop audit procedures for robots coding accuracy

✓ Build in an automated RPA performance monitoring system

DEEP- DIVE DISCOVERY

STRATEGIC ALIGNMENT

DIGITAL WORKFORCE DEPLOYMENT

SERVICE DELIVERY MODEL

RPA ENROLLMENT

RPA COMPLIANCE

✓ Mapping and analysis of inscope processes, current technology solutions landscape and IT infrastructure

✓ Establish RPA landscape including configurations, workflow development and testing scenarios

✓ Redesign end-to end process workflows

✓ Evaluate automation opportunities across the organization

✓ Deploy the model for subsequent business processes

⚛ TRANSFORMATION

DIGITAL WORKFORCE FARM

BENEFITS

NO UP-FRONT INVESTMENT
RPA development costs not affecting client's budget Benefits recognized from first day of service

COST OPTIMIZATION
Fixed to variable cost conversion with tangible reduction in hiring and training expenses

EFFICIENCY
Digital workforce operationally active 24/7 improves process workflow efficiencies with shorter turnaround time (cycle time) dedicated to deliver business service to the market

KNOWLEDGE MANAGEMENT
Ensured sustainability of knowledge by digitized documentation of all practicies, defintions, techniques and models

SECURITY
Adherence to the highest levels of cybersecurity and regulatory standards

QUALITY & CONTROL
Reduced organizational risk for errors, mistakes by automated work quality and control procedures

AUTOMATED COMPLIANCE
Audit transparency and traceability by deployed automated process compliance

DELIVERABLES

TRANSPARENT PRICING MODEL
Clearly visible digital workforce pricing levels depending on process compexity and volume

SERVICE DELIVERY MODEL
Established an effective RPA service support & maintenance model with defined roles & responsibilities in technical and solution domains

CONTROL FRAMEWORK
Prepared quality & control templates including reporting and audit procedures for robots coding accuracy

CONSISTENT IMPLEMENTATION PLAN
Actionable deployment plan with established required deliverables and mitigation procedures

SCOPING
Mapping of inscope processes, manual and automated roles with current technology solutions landscape and IT infrastructure

PROCESS DOCUMENTATION
Repository of RPA process documentation with redesigned end-to-end process workflows and controls

AUTOMATION

SERVICE DELIVERY ENHANCEMENT

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.

STRATEGY FOR TRANSFORMATION

CENTRALIZATION METHODOLOGY

GBS FEASIBILITY STUDY

PROCESS MATURITY ASSESSMENT

CENTRE OF EXCELLENCE FRAMEWORK

AUTOMATION OPPORTUNITY ASSESSMENT

GBS OUTSOURCING STRATEGY

BSS MARKET RESEARCH

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.

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.