



ADAPTIVE

SOLUTIONS & ADVISORY GROUP

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

**DOCUMENTATION
& HARMONIZATION**

TRANSFORMATION MANAGEMENT OFFICE

ADAPTIVE SOLUTIONS

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.

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

STRATEGIC BUSINESS GUIDANCE

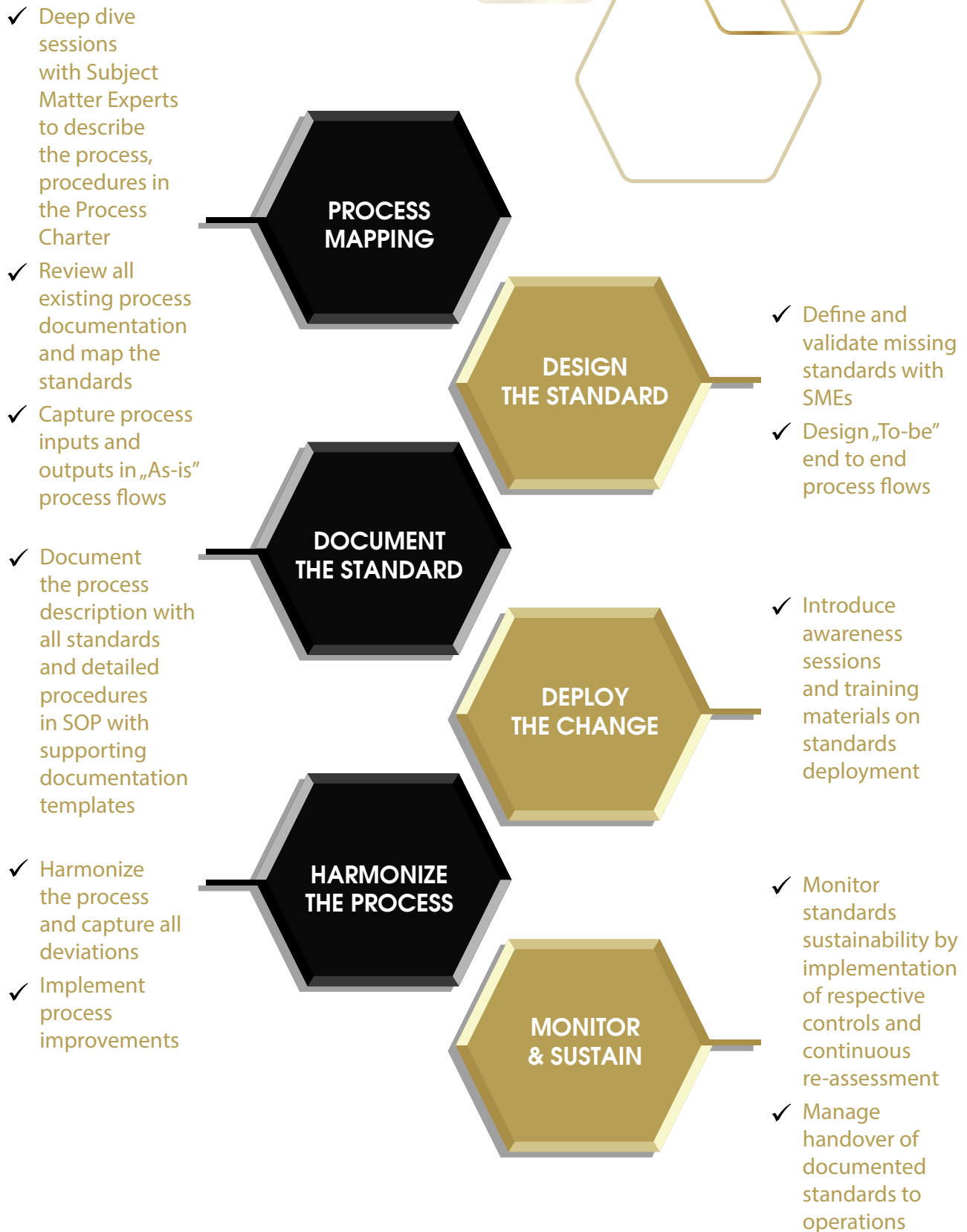
SERVICE DELIVERY ENHANCEMENT



CENTRALIZATION

DOCUMENTATION & HARMONIZATION

FRAMEWORK



DOCUMENTATION & HARMONIZATION

BENEFITS



EFFICIENCY

Higher efficiency achieved by reductions of deviations and wastes in the end-to-end process



PROCESS EXPERTISE

Standardization & harmonization program in line with systematic end to end methodology driven by real process experts



PROCESS EXCELLENCE

Process re-designed following desired standards and best practice



KNOWLEDGE REPOSITORY

Process know-how documented and easily assessable within organization



STANDARDS ADHERENCE

Operational process steps efficiently standardized and sustained in operations



COMPARABILITY

Increased visibility of deviations to agreed standards



COMPLIANCE & CONTROL

Industry standards and guidelines maintained in the process execution to mitigate risks

DELIVERABLES



PROCESS TAXONOMY

A documented and orderly set of process levels and activities in the shape of process charter



PROCESS FLOWS

Process inputs and outputs captured in „As-is“ and „To-be“ transparent process flows presenting reshaped operating model



PROCESS DOCUMENTATION

A designed and deployed Standard Operating Procedure with all supporting process documentation templates



DESIGNED STANDARD

Expected way of working in line with best-in-class recommendation and client process specifics



PERFORMANCE METRICS

(Re)designed performance metrics model after standards implementation



IMPLEMENTED CONTROLS

Designed and deployed control framework to ensure adherence to standardized way of working and process compliance

CLIENT REFERENCES

AAA

BUSINESS NEED

AAA

PROJECT SCOPE

✓ AAA

CUSTOMER VALUE

✓ AAA



AUTOMATION

OTHER SOLUTIONS

TRANSFORMATION MANAGEMENT OFFICE

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.

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.



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.

