



**ADAPTIVE**

SOLUTIONS & ADVISORY GROUP

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

**GBS OUTSOURCING STRATEGY**

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

# GBS OUTSOURCING STRATEGY

## FRAMEWORK

- ✓ Evaluate „As-is“ service delivery landscape and strategic GBS business objectives

### ALIGN GBS STRATEGY

- ✓ Invite GBS Suppliers to solutioning process and initial screening of proposals

### INQUIRE FOR SOLUTION

- ✓ Inquire for solution przed Evaluate Supplier Credentials

### CONNECT GBS SUPPLIERS

- ✓ Present a selection process with well-defined milestones, decision points

### DEVELOP REQUIREMENTS

- ✓ Define evaluation criteria and document key drivers

### EVALUATE SUPPLIER CREDENTIALS

- ✓ Evaluate requirements with GBS Supplier capabilities and propose top selection short list

### SELECT AND CONTRACT

- ✓ Support commercial negotiations
- ✓ Secure critical contract amendments



# GBS OUTSOURCING STRATEGY

## BENEFITS



### INDEPENDENT ADVISORY

Provide best in class independent advisory in selection process based on practical expertise



### BEST OPTIMAL OFFER

Negotiation process to get the best optimal offer



### RELATIONSHIP MANAGEMENT

A well-established and developed relationship with 3rd Party Supplier by facilitating reference meetings



### SECURE BUSINESS PARTNERSHIP

Potential risks mitigated in initial contracting and future contract renewals process



### CONTRACT COMPLIANCE

Ensured contractual compliance in terms of legal and governmental requirements

## DELIVERABLES



### PROJECT PLAN

A structured selection process, with well-defined stages, decision points and a detailed project plan



### BUSINESS CASE

A justified business case with expected benefits and evaluated costs



### TO-BE BUSINESS MODEL

Designed future To-Be business model



### RIGHT-FIT 3RD PARTY SUPPLIER

A best-tailored option selected Documented the pros and cons towards selecting or rejecting specific 3rd Party Supplier



### RISK MITIGATION PLAN

A well-designed 3rd Party Supplier risk management program mitigating risks in initial selection and future contract renewals process

## CLIENT REFERENCES



One of the largest global technology and outsourcing services provider with USD 5B revenues & over 100K employees over the globe

### BUSINESS NEED

Professional advisory support in the RFP process for outsourcing contract including execution of the complex transition program across several SSC locations globally

### PROJECT SCOPE

- ✓ Advisory support in development of the business case for the outsourcing contract
- ✓ Due diligence on selected European SSC locations for the assessment of transition readiness and productivity improvement opportunities
- ✓ Transition approach and governance structures definition
- ✓ Introduction of transition toolkit for multi-country, multi-process reporting

### 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.