



**ADAPTIVE**

SOLUTIONS & ADVISORY GROUP

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

**GBS SUPPLIER  
CONTRACT MANAGEMENT**

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

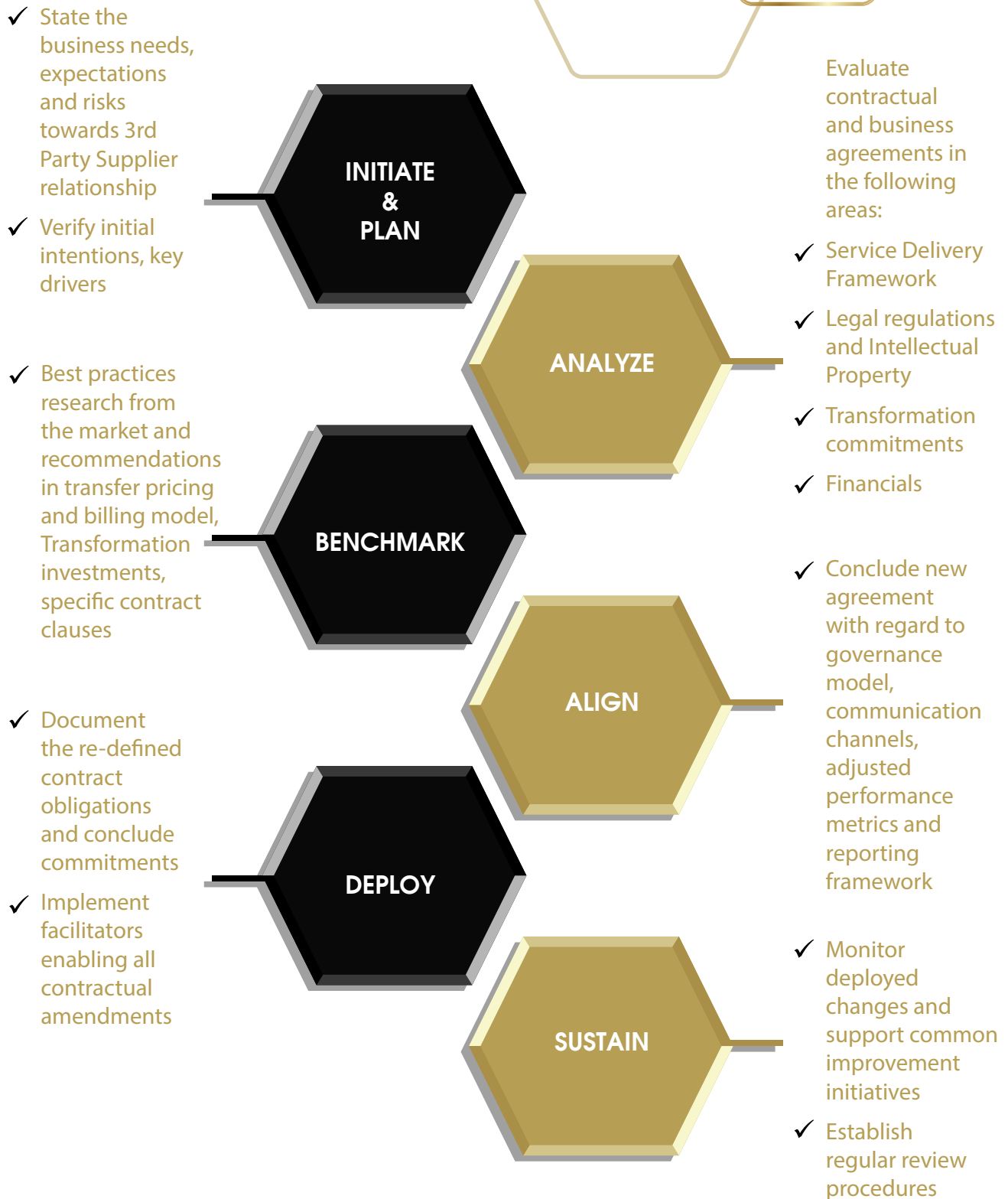
## SERVICE DELIVERY ENHANCEMENT



CENTRALIZATION

# GBS SUPPLIER CONTRACT MANAGEMENT

## FRAMEWORK



# GBS SUPPLIER CONTRACT MANAGEMENT

## BENEFITS



### SERVICE DELIVERY ENHANCEMENT

Stabilized, enhanced service delivery framework by developed and improved operational, functional structures including information flows



### TANGIBLE RELATIONSHIP

Established tangible relationship with 3rd Party Supplier supporting obligation fulfillment policy



### VISIBILITY

Crystal & clear overview of all contractual commitment's realization progress



### CONTRACT COMPLIANCE

Ensured alignment among strategy, process, policies and regulations



### SUPREME GUIDANCE

Profound guidance for issue resolution logs and risk mitigation plans based on Sector best practices and practical knowledge



### TRANSPARENT FINANCIALS

Straightforward contract financial reporting to all parties: billing, revenue collection, price deductions and cost management

## DELIVERABLES



### GOVERNANCE

Set up of governance model and effective communication model with established transparent progress tracker



### ISSUE RESOLUTION LOG

Issue assessment assisted with resolution log to ensure successful commitments realization



### CONTRACT REFINITION

Refined and updated contract with all crucial entries ensuring cohesion and complexity



### CONTRACT ENABLERS

Transparent Roadmap with explicit list of contractual commitments and non-contractual obligations



### DOCUMENTATION REPOSITORY

Standards driven, tangible documentation repository ensuring agreements integrity and elimination of potential disputes



### COMMERCIALS MANAGEMENT

Simplify commercials tracker to control benefits and cost, additional price deductions



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.