

SOLUTIONS & ADVISORY GROUP

Comprehensive support for shared services & business process management



SERVICE DELIVERY ENHANCEMENT

ADAPTIVE SOLUTIONS

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.

PROCESS PERFORMANCE & QUALITY MANAGEMENT

INTERIM SERVICE DELIVERY LEADERSHIP

GLOBAL PROCESS MANAGEMENT

OPERATIONAL SUPPORT - RESCUE RANGERS

CATEGORY MANAGEMENT

DIGITAL WORKFORCE FARM

AUTOMATION CENTRE OF EXCELLENCE

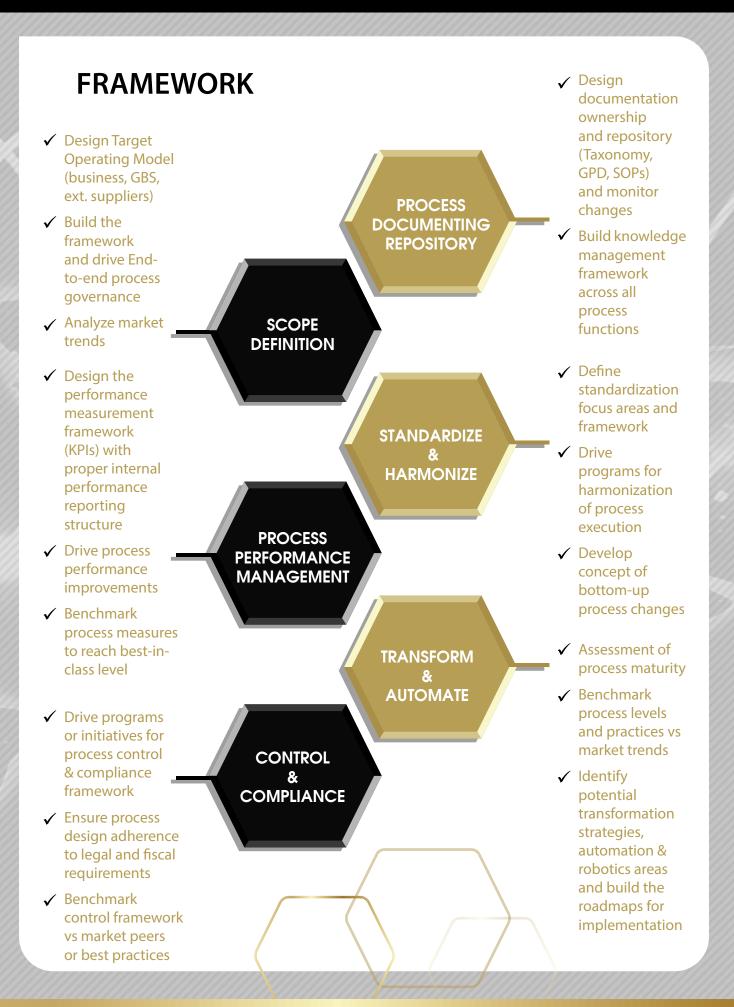
KNOWLEDGE MANAGEMENT FRAMEWORK

TRANSFORMATION MANAGEMENT OFFICE

STRATEGIC BUSINESS GUIDANCE



GLOBAL PROCESS MANAGEMENT



GLOBAL PROCESS MANAGEMENT

BENEFITS



SUPREME GUIDANCE

Accommodated industry networking and access to brand new market trends



STANDARDIZATION

Designed process standards ensuring high quality of service delivery and regulatory fulfillment



HARMONIZATION

Process harmonized according desired standards supported with best practices and unified documentation templates



KNOWLEDGE MANAGEMENT

Knowledge as an asset sustained in the organization and continuously upgraded



EFFECTIVE CHANGE MODEL

Successful process change deployment supported with effective communication model ensuring top-down-top information flow



PROCESS EXCELLENCE

Deployed recurring process improvement approach with sanity checks and methods



COMPLIANCE & CONTROL

Industry, legal and regulatory standards, guidelines maintained in the process execution

DELIVERABLES







DESIGNED STANDARDS

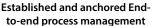
Expected way of working

in line with best-in-class

recommendation and

client process specifics

PROCESS DOCUMENTATIONS Comprehensive documentation repository and ownership to monitor changes



to-end process management framework with defined **Target Operating Model**



Documented (global) service catalog and process effort estimation



PROCESS TRANSFORMATION

Defined process centralization, transformation and automation strategies with the roadmaps for implementation

PERFORMANCE METRICS

Performance metrics model benchmarked to market trends and supported with effective reporting structure

IMPLEMENTED CONTROLS

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

CLIENT REFERENCES



The Company was executing transformation program aiming to change the design of business enabling functions, introduce global process ownership function to standardize and optimize the Invoice to Pay process, eliminate unnecessary process steps and redefine performance measurements

BUSINESS NEED

The Company was executing transformation program aiming to change the design of business enabling functions with the BPO partner in the picture.

The key challenge was to standardize and optimize the Invoice to Pay process, eliminate unnecessary process steps and redefine performance measurements while enhancing the in-house retained processes.

PROJECT SCOPE

- **Induction of new I2P Global Process** Owner into its role and responsibility within organization
- Review and advisory on To-Be process design of I2P processes
- Mentoring GPO in the role respectively to driving projects, selecting and managing process suppliers, building big picture and transformation approach

CUSTOMER VALUE

- Clear direction on the GPO scope and objectives
- Internal C-level buy-in with strong network between GPO and Business Heads
- Performance monitoring structure assessment including correction guidelines
- **Process Transformation Agenda with** program of initiatives resulted from maturity gap-analysis



OTHER SOLUTIONS

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.