



# ADAPTIVE

SOLUTIONS & ADVISORY GROUP

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

**GLOBAL PROCESS MANAGEMENT  
(AS-A-SERVICE)**

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



CENTRALIZATION

# GLOBAL PROCESS MANAGEMENT

## FRAMEWORK

- ✓ Design Target Operating Model (business, GBS, ext. suppliers)

- ✓ Build the framework and drive End-to-end process governance

- ✓ Analyze market trends

- ✓ Design the performance measurement framework (KPIs) with proper internal performance reporting structure

- ✓ Drive process performance improvements

- ✓ Benchmark process measures to reach best-in-class level

- ✓ Drive programs or initiatives for process control & compliance framework

- ✓ Ensure process design adherence to legal and fiscal requirements

- ✓ Benchmark control framework vs market peers or best practices

### SCOPE DEFINITION

### PROCESS PERFORMANCE MANAGEMENT

### CONTROL & COMPLIANCE

### PROCESS DOCUMENTING REPOSITORY

### STANDARDIZE & HARMONIZE

### TRANSFORM & AUTOMATE

- ✓ Design documentation ownership and repository (Taxonomy, GPD, SOPs) and monitor changes

- ✓ Build knowledge management framework across all process functions

- ✓ Define standardization focus areas and framework

- ✓ Drive programs for harmonization of process execution

- ✓ Develop concept of bottom-up process changes

- ✓ Assessment of process maturity

- ✓ Benchmark process levels and practices vs market trends

- ✓ Identify potential transformation strategies, automation & robotics areas and build the roadmaps for implementation



TRANSFORMATION

# 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



### PROCESS MANAGEMENT

Established and anchored End-to-end process management framework with defined Target Operating Model



### PROCESS TAXONOMY

Documented (global) service catalog and process effort estimation



### 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



### 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



AUTOMATION



# OTHER SOLUTIONS

## SERVICE DELIVERY ENHANCEMENT

### 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.

### 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.

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

STRATEGY FOR TRANSFORMATION

CENTRALIZATION METHODOLOGY

GBS FEASIBILITY STUDY

PROCESS MATURITY ASSESSMENT

CENTRE OF EXCELLENCE  
FRAMEWORK

AUTOMATION OPPORTUNITY  
ASSESSMENT

GBS OUTSOURCING STRATEGY

BSS MARKET RESEARCH



## **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.