



ADAPTIVE

SOLUTIONS & ADVISORY GROUP

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



INTERIM SERVICE DELIVERY LEADERSHIP

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

INTERIM SERVICE DELIVERY LEADERSHIP

FRAMEWORK

- ✓ Manage effectively domain Service Level Agreement in line with best in class practices and reporting benchmarks

- ✓ Deploy risk management framework and mitigation plan

- ✓ Supervise quality framework with compliance audit plans

- ✓ Deploy quality improvement techniques in quality framework to secure business benefits and eliminate process gaps

- ✓ Anchor continuous process of knowledge sharing and best practices implementation

- ✓ Ensure knowledge sustainability including back-up and handover structure



- ✓ Analyze End-to-end Process Key Performance Indicators and critical challenges in data source

- ✓ Ensure continuous process improvement plan

- ✓ Establish sustainable governance and communication structures

- ✓ Mentor all reportees to achieve organizational and operational goals

- ✓ Ensure proper resource pool skillset

- ✓ Ensure budgeting, financial planning and expense tracking in order to achieve financial goals

- ✓ Optimize band mix model to enhance productivity

INTERIM SERVICE DELIVERY LEADERSHIP

BENEFITS



LEADERSHIP TALENT POOL

Experienced process leadership talent pool qualified in accelerating productivity and organizational performance



EFFECTIVE MANAGEMENT

Successful process performance management based on proven industry models, methodologies and techniques



DOMAIN EXPERTISE

Comprehensive insight of practitioners with best in class domain practices and knowledge



ON DEMAND AVAILABILITY

Top class resources available immediately and matching specific profile requirements



PEOPLE DEVELOPMENT

Employee's professional growth of skills ensured by mentoring leadership style



QUALITY FOCUS

Strived for continuous improvement and high quality standards by following methodologies like Lean, Six Sigma to secure business compliance

DELIVERABLES



PROCESS GOVERNANCE

Established adjusted governance and communication model between segments of process operations



OPTIMIZED ORGANIZATIONAL STRUCTURE

Optimized band mix and span of control to accelerate productivity



IMPROVEMENT OPPORTUNITIES

Subsequent improvement recommendations for process optimization



SLA PERFORMANCE

Managed effectively domain Service Level Agreement with optimized built-in Key Performance Indicators framework



QUALITY MANAGEMENT

Implemented quality improvement techniques to achieve higher business benefits



KNOWLEDGE MANAGEMENT

Sustainable set of deployed practices documenting all definitions and techniques to enable seamless knowledge transfer and back-up structure



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.

