

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

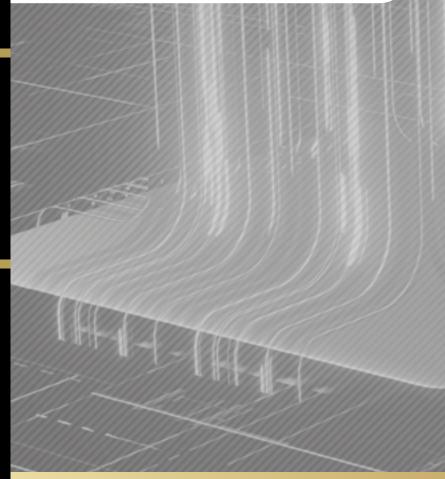
DIGITAL WORKFORCE FARM

AUTOMATION CENTRE OF EXCELLENCE

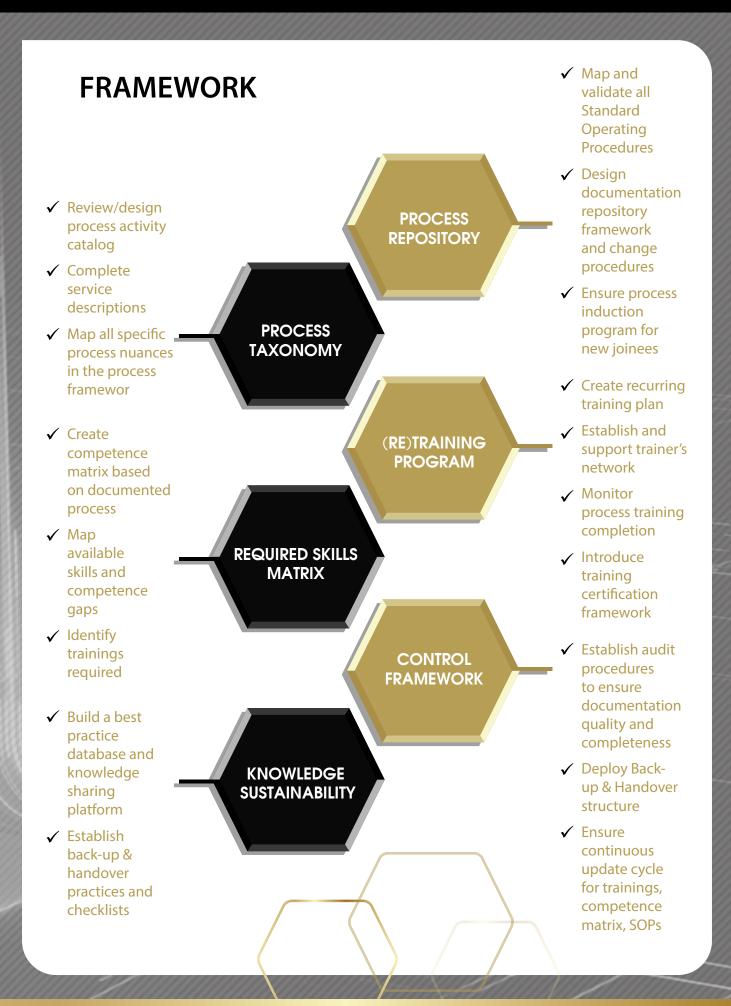
KNOWLEDGE MANAGEMENT FRAMEWORK

TRANSFORMATION MANAGEMENT OFFICE

STRATEGIC BUSINESS GUIDANCE



KNOWLEDGE MANAGEMENT FRAMEWORK



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BENEFITS



74.





STANDARDS ADHERENCE

Defined standards followed and monitored with change request procedure deployment

EFFICIENCY

Operational process
efficiently sorted
within business unit/
department leading
to proven operational
productivity

INNOVATION CUSTOMER SATISFACTION

Access to properly managed knowledge creates field for innovation among business units and departments

Enhanced employee job based knowledge improving service quality and customer satisfaction



EXPERTISE

Easy access to documentation, training and expertise within organization



EMPLOYEE GROWTH

Motivated, capable and confident workforce with stronger performance results



AGILITY

Fast knowledge transfers driving effective re-use of available resources

DELIVERABLES



PROCESS TAXONOMY

Defined process service catalog with clear view of end-to-end process flow and workload estimation, volume fluctuation



DOCUMENTATION FRAMEWORK

Knowledge management repository framework with service business descriptions, operational intructions and change procedures



BEST PRACTICE REPOSITORY

Introduced best practice sharing platform to scale re-use within organization



BACK-UP & HANDOVER

Designed back-up structures within organization & handover procedures



SKILLS MATRIX

Identified and evaluated critical skills matrix required for organizational goals realization including gap analysis



TRAINING CURRICULUM

Comprehensive training plan capturing technical and soft skills with progress tracker



CERTIFICATION FRAMEWORK

Deployed skills and knowledge credentiality framework for employees



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.