



# ADAPTIVE

SOLUTIONS & ADVISORY GROUP

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

**OPERATIONAL SUPPORT  
– RESCUE RANGERS**

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

# OPERATIONAL SUPPORT – RESCUE RANGERS

## FRAMEWORK

- ✓ Define operational support goals and expectations

- ✓ Map and facilitate technology enablements for service delivery

- ✓ Align Key Performance Indicators with related baseline

- ✓ Ensure Service Level compliance

- ✓ Report recommendations for process improvements

- ✓ Lead selected initiatives

### ALIGN ON REQUIREMENTS

### SLA COMPLIANCE

### PROCESS IMPROVEMENT

### ONBOARDING

### PROGRESS REPORTING

### HANDOVER PROCESS

- ✓ Placement of Rescue Rangers team in client's organizational structure

- ✓ Schedule and deploy takeover plan

- ✓ Obey client's house rules and comply with code of conduct restrictions

- ✓ Set up of reporting framework and effective communication model

- ✓ Deploy transparent status tracker on progress, volumes realization, KPIs results

- ✓ Report effort involvement

- ✓ Document all operational steps, process nuances in Standard Operating Procedures

- ✓ Handover to client's operational team after assignment completion



TRANSFORMATION

# OPERATIONAL SUPPORT – RESCUE RANGERS

## BENEFITS



### QUALIFIED RESOURCES

Experienced pool of knowledgeable experts committed to support operationally



### TRANSPARENT MEASUREMENTS

Realistic goals set-up with clear picture on progress realization and SLA compliance



### PROCESS EXCELLENCE

Strived for continuous improvement and high quality standards execution approach supported with methodologies like Lean, Six Sigma etc.



### ON DEMAND AVAILABILITY

Top class resources available immediately and matching specific profile requirements and with foreign language capabilities



### DOMAIN EXPERTISE

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



### PROCESS CONTINUITY

Eliminated service delivery disturbance with aftercare assistance and complete process documentation

## DELIVERABLES



### SLA PERFORMANCE

Deployed transparent dashboard to monitor defined Key Performance Indicator Results



### IMPROVEMENT OPPORTUNITIES

Subsequent improvement recommendations for process optimization with selected initiatives deployed



### PROCESS DOCUMENTATION

Comprehensive process steps captured in Standard Operating Procedures template including all process nuances with ensured seamless handover



### QUALITY MANAGEMENT

Implemented quality improvement techniques to achieve higher business benefits according reporting structures



### CONTROL EXECUTION

Internal controls executed, documented and reported on time

## CLIENT REFERENCES



One of the world's leading supplier of high-quality chocolate and cocoa products, with headquarters based in Switzerland, operating in over 30 countries worldwide with over 9300 employees, and collaborating with multinational and national branded consumer goods manufacturers

### BUSINESS NEED

Professional support in the initiative of P2P process improvements together with the 'hands on' support in operational AP 'volume peak' processing across the period of the project

### PROJECT SCOPE

- ✓ Operational support of P2P resources engaged full time
- ✓ Collaboration with stakeholders to reduce peak of posting backlog in course of the program
- ✓ Consultant support in definition of changes required in process to standardize and optimize the execution of the accounts payable process
- ✓ Coordination of the Adaptive Team resources placed on site at client location
- ✓ Definition of suitable performance measurements for operations monitoring

### CUSTOMER VALUE

- ✓ Secured operations during a crucial phase of re-engineering project
- ✓ Increased efficiency of P2P processes
- ✓ Backlog reduction
- ✓ Quality improvement - revision of end-to-end process, elimination of unnecessary steps and identification of gaps in the process



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.