



ADAPTIVE

SOLUTIONS & ADVISORY GROUP

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

**ORGANIZATION
CHANGE MANAGEMENT**

TRANSFORMATION MANAGEMENT OFFICE

ADAPTIVE SOLUTIONS

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.

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

STRATEGIC BUSINESS GUIDANCE

SERVICE DELIVERY ENHANCEMENT



CENTRALIZATION

ORGANIZATION CHANGE MANAGEMENT

FRAMEWORK

- ✓ Assess organizational readiness for change to determine resistance and ability to implement respective change

READINESS ASSESSMENT

- ✓ Establish sponsorship governance with visible leadership commitment
- ✓ Design and deploy consistent communication management plans

SPONSORSHIP

- ✓ Implement and monitor the change roll-out execution with support plan
- ✓ Introduce engagement sessions and a training curriculum

DEPLOY

STRATEGY

- ✓ Define direction and establish change management activity plan with measurable goals and metrics

SKILLS & ENGAGEMENT

- ✓ Identify skills and capability assessment matrix to execute the change
- ✓ Develop the change acceptance methodology

SUSTAIN

- ✓ Establish culture and environment supporting sustainability of desired change deployment



ORGANIZATION CHANGE MANAGEMENT

BENEFITS



EFFICIENCY

Higher ROI on project achieved by successful change management deployment



AGILITY

Organizational culture maturity and readiness to adopt to change driven environment



CONSISTENCY

In time, consistent and standardized communication building trust and openness for change



BUSINESS MODEL

Re-designed model with implemented organizational and structured changes



ALIGNMENT

Business functions aligned with business strategic transformation goals

DELIVERABLES



PLAN FOR CHANGE

Containing all five dimensions significant for successful change deployment: strategy, people, process, technology, and organization



GOVERNANCE MODEL

Established change sponsorship governance model with visible and engaged leadership followed by regular review structures



COMMUNICATION PACKAGE

Developed effective communication plan and materials dedicated to respective audience as a credible source of information



READINESS ASSESSMENT

Assessed organizational readiness for the change deployment assisted with a well designed risk mitigation program



SKILLS & CAPABILITY ASSESSMENT

Mapped and deployed new skills demands in the organization critical for successful change deployment



TRANSPARENT MEASUREMENTS

Developed measurable goals and metrics to monitor change management progress as a basis for regular celebrations



AUTOMATION

OTHER SOLUTIONS

TRANSFORMATION MANAGEMENT OFFICE

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.

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

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.



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.