

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 quarantee quantified results.

ORGANIZATION CHANGE MANAGEMENT

PROGRAM MANAGEMENT OFFICE

DOCUMENTATION AND HARMONIZATION

BUSINESS FUNCTION TRANSITIONS

GBS SUPPLIER CONTRACT MANAGEMENT

SOURCING MANAGEMENT

AUTOMATION SOLUTION IMPLEMENTATION

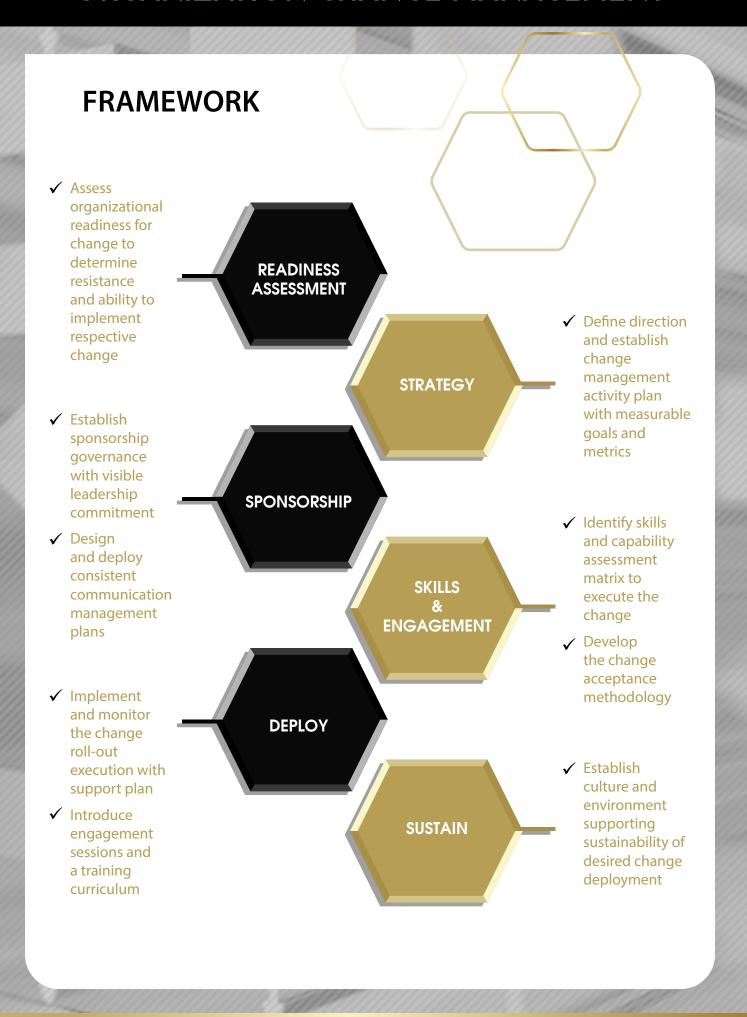
TRAINING AND COMPETENCE DEVELOPMENT

STRATEGIC BUSINESS GUIDANCE

SERVICE DELIVERY ENHANCEMENT



ORGANIZATION CHANGE MANAGEMENT



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



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

demands in the organization critical for successful change deployment



TRANSPARENT MEASUREMENTS

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



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.