



ADAPTIVE

SOLUTIONS & ADVISORY GROUP

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



PROCESS MATURITY ASSESSMENT

STRATEGIC BUSINESS GUIDANCE

ADAPTIVE SOLUTIONS

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.

STRATEGY FOR TRANSFORMATION

CENTRALIZATION METHODOLOGY

GBS FEASIBILITY STUDY

PROCESS MATURITY ASSESSMENT

CENTRE OF EXCELLENCE FRAMEWORK

AUTOMATION OPPORTUNITY ASSESSMENT

GBS OUTSOURCING STRATEGY

BSS MARKET RESEARCH

TRANSFORMATION MANAGEMENT OFFICE

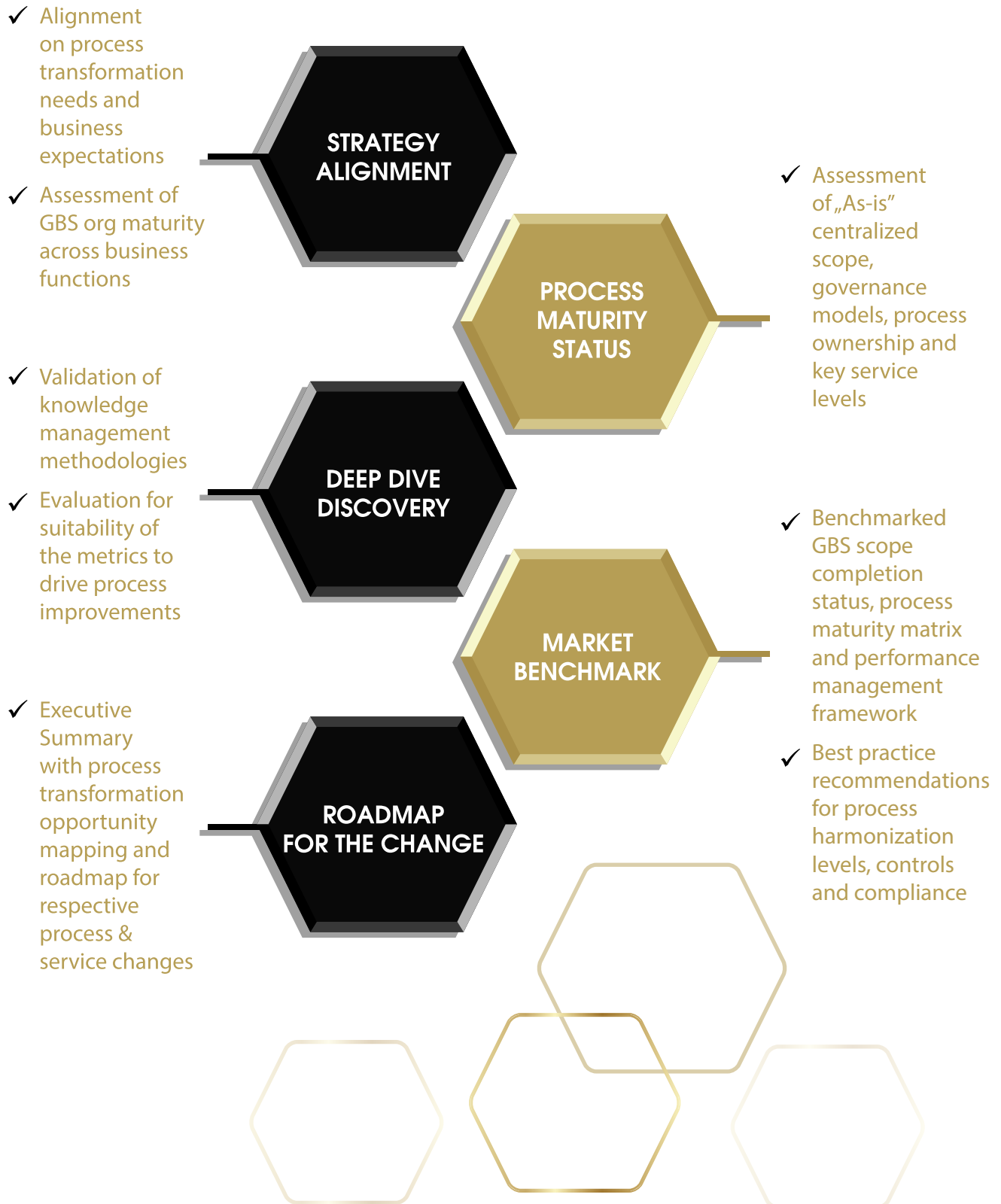
SERVICE DELIVERY ENHANCEMENT



CENTRALIZATION

PROCESS MATURITY ASSESSMENT

FRAMEWORK



PROCESS MATURITY ASSESSMENT

BENEFITS



SERVICE MODEL

Optimized Global Service
Delivery Model



GROWTH

Transparent view on GBS scope
extension of processes ready
to be centralized



PRODUCTIVITY

Accurately measured processes
driving organizational efficiency
and effectiveness



STANDARDIZATION

Recommendations for standardized
and harmonized processes



COMPLIANCE

Reduced organizational risk by ensuring
process regulatory fulfillment

DELIVERABLES



DELIVERY MODEL

Designed delivery model
in operations



TRANSFORMATION ROADMAP

List of potential transformation initiatives
tailored to size of the operations and
business specifics



BENCHMARKING ANALYSIS

Process maturity matrix with gaps in
capabilities and performance levels
compared to the market benchmark



EXPANSION

Assessment on GBS scope
harmonization and potential
extension areas



QUALITY & CONTROL

Recommendations on quality
& control improvements



PERFORMANCE METRICS

Design and deployment of Key
Performance Indicators tailored
to business environment

CLIENT REFERENCES



Global law firm with lawyers located in more than 40 countries throughout the Americas, Europe, the Middle East, Africa and Asia Pacific and revenue reported on level of 2,9 bln USD

BUSINESS NEED

Process improvements opportunity
assessment of Payroll & Personnel
Administration processes in GBS
organization

PROJECT SCOPE

- ✓ Perform "As-Is" process analysis against best-in-class HR process framework within agreed process scope (PPA)
- ✓ Map the existing documentation, technology, controls and FTE allocation
- ✓ Provide insight on process complexity and maturity analysis against PPA process Taxonomy
- ✓ Identify opportunities which drive processes efficiencies and effectiveness
- ✓ Recommendations listing on improvements opportunities

CUSTOMER VALUE

- ✓ Provided process maturity assessment with analysis of current scope, process documentation readiness
- ✓ Provided list of potential processes improvements / standardization / optimization
- ✓ Provided process and IT infrastructure Benchmarking towards opportunities of increase the efficiency and effectiveness
- ✓ Facilitated better planning and allocation of resources



AUTOMATION

OTHER SOLUTIONS

STRATEGIC BUSINESS GUIDANCE

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.

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.

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

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



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.