



**ADAPTIVE**

SOLUTIONS & ADVISORY GROUP

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

**PROGRAM MANAGEMENT OFFICE**

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

# PROGRAM MANAGEMENT OFFICE

## FRAMEWORK

- ✓ Establish governance model with selected stakeholders
- ✓ Align on objectives and gain buy-ins
- ✓ Prepare project prioritization list

### BUSINESS ALIGNMENT

- ✓ Create and validate project(s) deliverables including documentation approval and storage process

### PROJECT PORTFOLIO MATERIALS

- ✓ Define a set of project(s) best in class methodologies, transparent metrics and tools followed by promoted templates

### KNOWLEDGE REPOSITORY

### PROGRESS & RISK REPORTING

- ✓ Establish visualized Dashboard for regular progress and risk reporting framework with effective communication model defined

### MANAGE FINANCIALS

- ✓ Plan and review the budgets vs realization, resource utilization and report out to Sterco on consolidated level

### SUSTAIN THE FRAMEWORK

- ✓ Monitor and control the adherence to implemented framework
- ✓ Manage handover project practices to operations



# PROGRAM MANAGEMENT OFFICE

## BENEFITS



### BUSINESS ALIGNMENT

PMO driven by business and in line with strategic goals



### PMO LEADERSHIP

Collaborative and effective Program Management Office leadership driven by real practitioners with proven experience



### SUPREME GUIDANCE

Project Managers assisted with practical knowledge and expertise in project methodologies, tools and resources



### VISIBILITY

High level, multi-dimensional insight on projects progress realization by key metrics implementation



### EFFICIENCY

Increased project efficiency in terms of control over budget realization, among project(s) resources utilization and cost contribution



### STANDARDIZATION

Project(s) managed in the consistent way supported with best practices and harmonized documentation templates



### EXCELLENCE

Cross-project learning ability with continuous improvement organizational culture set up

## DELIVERABLES



### GOVERNANCE

Set up of transparent PMO governance structure and effective internal communication/ reporting model



### PROGRAM PLANNING

Logged and tracked projects plan presenting prioritization and interdependencies



### PROGRESS REVIEW

Monitored and evaluated Dashboard reporting of ongoing projects progress realization status



### FINANCIAL MANAGEMENT

Managed program's budget, monitored expenditure with ensured delivery of financial & business benefits



### RISK MITIGATION

High level risk mitigation plan covering all major threats in project(s) realization with corrective solutions



### KNOWLEDGE REPOSITORY

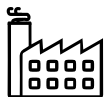
Managed project(s) best in class methodologies, transparent metrics and tools supported with standardized templates



### PROJECT DOCUMENTATION

Maintained transparent and formal model of all project(s) documentation

## CLIENT REFERENCES



Multinational company leading digital transformation of energy management and automation in homes, buildings, data centres, infrastructure and industries for efficiency and sustainability, with over 135K employees in 115+ countries.

### BUSINESS NEED

Project Management support and Business Deployment coordination of new Treasury tool implementation, along with federated ERP entities on-boarding, Interim RTR and Intercompany Global Business Process Expert

### PROJECT SCOPE

- ✓ Business Deployment Coordination
- ✓ Entities on-boarding to IC Settlement and IC Statement automations
- ✓ Preparation of posting schemes
- ✓ GL and Intercompany Master Data review update coordination
- ✓ Leading User Acceptance Tests and trainings for end users
- ✓ Cooperation with IT, Treasury and Accounting teams
- ✓ Hypercare support and transition to Run Mode

### CUSTOMER VALUE

- ✓ Successful on-boarding to IC Statement and Implementation of IC Settlement automation
- ✓ Benefits: significant increase in process automation, standardization, productivity,
- ✓ Ensured continuity of RTR and Intercompany Global Business Process Expert role and knowledge retention
- ✓ Identified areas for improvement



AUTOMATION



# OTHER SOLUTIONS

## TRANSFORMATION MANAGEMENT OFFICE

### 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

### 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



## **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.

