



ADAPTIVE

SOLUTIONS & ADVISORY GROUP

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

STRATEGY FOR TRANSFORMATION

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

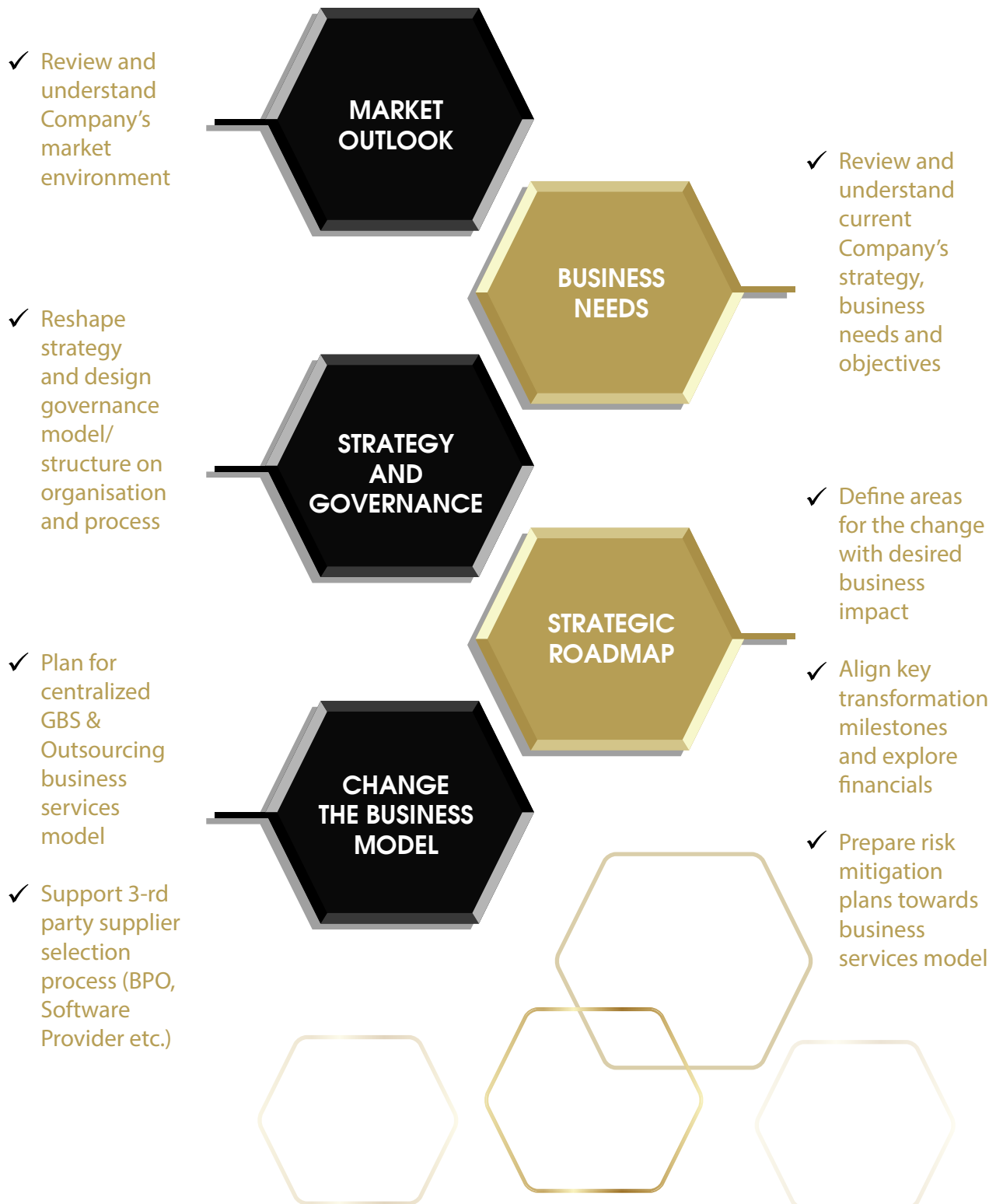
SERVICE DELIVERY ENHANCEMENT



CENTRALIZATION

STRATEGY FOR TRANSFORMATION

FRAMEWORK



STRATEGY FOR TRANSFORMATION

BENEFITS



AGILITY

Quick adaptation to changes in technology and process



PRODUCTIVITY

Expected productivity increase on revenue or cost



MARKET AWARENESS

More clear insight on company position on market



PROCESS COMPLIANCE

High compliance via redesigned process and governance



TRANSPARENCY

Full transparency on costs and investments vs expected benefits

DELIVERABLES



TRANSFORMATION STRATEGY

Analysis of current transformation strategy and recommendation of potential adjustments



TARGET OPERATING MODEL

Reshaped target operating model including redesigned governance model



TRANSFORMATION AGENDA

Developed final transformation roadmap with long list of opportunities indicating the low-hanging fruits and long-term improvement initiatives



MARKET ANALYSIS

Sector market trends analysis



PROCESS DELIVERY MANAGEMENT

Best-in class solutions for process delivery management

CLIENT REFERENCES



One of the 'Big Four' accounting organizations and the largest professional services network in the world by revenue and number of professionals. More than 263,900 professionals globally (incl. more than 2,500 employees operating in Poland). In FY2017, the company earned a record \$38.8 billion USD in revenues

BUSINESS NEED

To restructure the current design of HR Payroll and Administration functions followed by transfer of main activities to SSC environment

PROJECT SCOPE

- ✓ Profound analysis of currently held processes with emphasis on the potential improvements
- ✓ Evaluation of the readiness for SSC model implementation
- ✓ Preparation of recommendations for the SSC process governance including process performance monitoring
- ✓ Best practices recommendations for process execution

CUSTOMER VALUE

- ✓ Provided process maturity assessment with analysis of current scope, process documentation readiness
- ✓ Identified gaps and inconsistencies in the processes what led to elimination of errors (quality improvement)
- ✓ Documented processes assured a baseline for continuous improvements



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.