



Presents

12TH ANNUAL GLOBAL ENTERPRISE SERVICES CONCLAVE 2023

**'NEXT LEAP OF BECOMING AN ENTERPRISE PARTNER –
STAYING AHEAD & BUILDING THE SUSTAINABLE DIFFERENTIATORS'**

EXCELLENCE AWARDS & RECOGNITION 2023

Award Entry - Information Requirements

OUTSTANDING BUSINESS SERVICES CENTRE

INDIA SERVICING

Tell Us About Your Journey...

Part 1: General Information (20 Points)

Organization

Name of Organization _____

Locations of Shared Services Centre _____

Head Quarters Location _____

Your Name _____

Your Title _____

Your Email Address _____

Telephone # Landline - _____

Mobile* - +- ___-___-____

Select the Domain(s), which best describes your business:

(Please select one for Single Domain and specify more for Multiple Domains)

- Automobile
- Banking Financial Services & Insurance
- Diversified -Multiple Domains (Please indicate domains)
- Engineering
- Fast Moving Consumer Goods
- Manufacturing
- Pharmaceuticals & Health Care
- Retail
- Telecommunications
- Other, Please specify: _____

Shared Services (SSC)/ Global Business Services (GBS)/ Global Capability Center (GCC)

(Note: SSC/ GBS/ GCC are interchangeably used in this document)

Locations of Centre (within India): _____
Please mention City/Cities

Operational Since (month & year): _____

Employee Head Count (Nos.) At the time of Start: Present:
(% to total functional headcount) _____

Any other recognition or awards received for SSC/ GBS/ GCC: _____

Technology Landscape:

Share the ERP (version) Deployed: _____

BPMS Tool if Implemented: _____

RPA if deployed, share major use cases, number of Bots deployed:

- 1.
- 2.

Any Functional Tools deployed such as Recs Tool, Month-End Tool etc:

- 1.
- 2.

Any AI/ ML Deployment, if Yes, share the tool name and Use cases: _____

Select the Function(s), which is/are covered by your Shared Services:

- Finance & Accounting (F&A)
- Human Resources (HR)
- Supply Chain Management (SCM)
- Operations
- Customer Lifecycle Management (CLM)
- Information Technology (IT Services)
- Any other, please specify: _____

Customer information - Scope of SSC

Number of business units served _____

Number of employees served _____

Number of locations served _____

(i) Local _____

(ii) Other Countries _____

What is your current maturity of SSC and what's the expansion plan?

E.g. Expansion to processes, functions or geographies.

What are the key components of your strategy for next 18-24 months?

E.g. Deployment of RPA for XXX processes

Part 2: For In-house Business Services Organizations (both Shared Services and IT Services): (80 Points)

There are SIX sections. For each section, please submit information through either a write up or a few slides. If there is a document collectively dealing with all sections, it can also be submitted. Also add relevant artefacts for each of the section for strengthening your application.

1) STRATEGY & VISION

- Provide a brief overview of **vision and strategic thinking/business objective** for exploring and adopting SSC/ GBS/ GCC strategy. What is the level of corporate sponsorship?
- Please provide **the journey of your SSC/ GBS/ GCC** covering - why, what, when, phasing, how, methodology, brief implementation plan, governance.
- What kind of **strategic impact** has been created by SSC?

2) CUSTOMER ORIENTATION

- How do you focus on ‘customer experience’ - both Internal and External? Can you share the Metrics? What kind of Customer Self Service has been enabled?
- How do you educate customers to transition from old state to new state and build visibility to ‘flow of processing’ to internal/ external customers?
- Describe the SSC’s client relationship/service management model covering (but not limited to):
 - Key Performance Indicators (KPIs), SLA Management, frequency of reporting, communication
 - Sharing & Review of Performance with Customers & Senior Leadership

3) PEOPLE & CHANGE MANAGEMENT

- Please describe people management strategy (including redeployment if any), Development Assignments, Re/ Up skilling, Talent Review, Promotions and Retention. What other tools/processes do you currently employ in respect of People i.e. surveys, Recognition, Performance Management
- How do you build a value story for people?
- Share current org structure, Head count at each level, and profiles of top 3-5 leaders of SSC
- Please share the attrition % and Salary Inflation % for last 2 years

4) PROCESS ORIENTATION

- What is the level of process documentation - Process Maps, Operating Procedures, Compliance/Control and Checklist to enable operations? How often are these really updated? How are queries/deviations tracked/ monitored for resolution/ closure?
- How do you connect SSC performance to enable business metrics? What is the %age mix of automated/ manual metrics?
- State some key process improvements implemented and the plans for future. How do you measure the value of completed projects? What are some of the quality models deployed to make this happen?

5) AUTOMATION & KNOWLEDGE MANAGEMENT

- What are the specific tools/ technology solutions being deployed?
- Share a few success cases of Digital Transformation and current maturity of Tech Integrated Services
- What kind of Knowledge Management approach is adopted in terms of collection, sharing, usage, retention, access, storage and retrieval of information and knowledge?

6) VALUE CREATION

- Share specific examples of tangible value delivery (financial/non-financial) by your SSC/GCC/GBC
- How have you communicated the value story of SSC to relevant stakeholders? Share examples of value story confirmation (updates/ mails/ testimonials from customer)
- To what extent has your SSC moved up the value chain? Describe the maturity level of your SSC. How do you compare the SSC operations with any global standards or practices in respect of service offerings, technology & automation etc.
- What is the role and platform for innovation in identifying opportunities for value creation?

TEAM SSF GLOBAL WISHES YOU THE VERY BEST!