SSF Global | A Global Association of Enterprise Functions, Technology & GCC Leaders

Presents

12ᵀᴴ Aɴɴᴜᴀʟ ɢʟᴏʙᴀʟ ᴇɴᴛᴇʀᴘʀɪsᴇ sᴇʀᴠɪᴄᴇs Cᴏɴᴄʟᴀᴠᴇ 2023
'ɴᴇxᴛ ʟᴇᴀᴘ ᴏꜰ ʙᴇᴄᴏᴍɪɴɢ ᴀɴ ᴇɴᴛᴇʀᴘʀɪsᴇ ᴘᴀʀᴛɴᴇʀ –
sᴛᴀʏɪɴɢ ᴀʜᴇᴀᴅ & ʙᴜɪʟᴅɪɴɢ ᴛʜᴇ sᴜsᴛᴀɪɴᴀʙʟᴇ ᴅɪꜰꜰᴇʀᴇɴᴛɪᴀᴛᴏʀs'

Exᴄᴇʟʟᴇɴᴄᴇ Aᴡᴀʀᴅs & Rᴇᴄᴏɢɴɪᴛɪᴏɴ 2023

Award Entry - Information Requirements

DELIVERING BUSINESS IMPACT
(within any Corporate Function or Business Services Centre) Through
INNOVATIVE PEOPLE PRACTICES

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 interchangibly used in this document)

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

Operational Since (month and 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. Deployement of RPA for XXX processes

_____

Permission

Do you agree to participate in presentation/ discussions or permit SSF Global to promote winners of awards?

☐ **Yes, should we win, we agree to participate and permit SSF Global to promote us as award winners.**
☐ **Yes, should we win, we agree to participate and selectively permit SSF Global to promote us as award winners.**

What services do you provide in your SSC today?

LIST OF PROCESSES: (If you have more than one Function in the Shared Services Operations, please attach one separate sheet or section for each Function)

Name of Processes / Sub Processes (Attach Detailed list if available)	Fully Automated (F) Partially Automated (PA)
I. Operational	
II. Functional	
III. Analytics & Value Driven	

Part 2: For Delivering Business Impact through Innovative People Practices (80 Points):

There are TWO sections.

First section is on the overall Shared Services Capability and the second section is a specific Case Study. For each section, please submit information through either a write up or a few PowerPoint slides. If there is a document collectively dealing with all sections, it can also be submitted.

ENSURE THAT THE SLIDES/ WRITE UP, ADEQUATELY ADDRESSES ALL THE SPECIFIC POINTS IN EACH SECTION.

SECTION 1 (20 points)

This has 6 sub-sections for showcasing the shared services capability of the organization.

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?
   - What kind of **strategic impact** has been created by SSC?

2) **CUSTOMER ORIENTATION & GOVERNANCE**
   - How do you focus on 'customer experience' – both Internal and External? Can you share the Metrics?
   - 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 etc.
   - How do you build a value story for people?

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?

5) **AUTOMATION**
   - What are the specific tools/ technology solutions being deployed?
   - Share a few success cases of digital transformation or movement towards Tech Integrated Services.

6) **VALUE CREATION**
   - Share specific examples of tangible value delivery (financial/non-financial) by your SSC/GCC/GBC
   - 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.

Section 2: INNOVATIVE PEOPLE PRACTICES (60 Points)

Submit a relevant and specific Case Study of Innovative People Practices along with relevant artefacts covering response to the following questions:

1. What kind of People Practices has been deployed? Share some innovative aspects.

2. State a few key innovative people practices implemented. Give brief details of top 3 or 5 'innovative people practices' that demonstrate the level of implementation as well as contribution to strategic and tangible value to operations and customers? How has Process Excellence become a differentiator at the marketplace for competition or end customers?

3. What kind of strategic impact has been created by innovative People Practices to SSC Operations? How does this convert to Business Performance? Please provide, if any, business case/ testimonials available for tangible value delivery.

4. What is the current attrition % and salary inflation % for the last 2 years?

5. What are the typical span ratios at various levels? Describe what kind of capability building has been implemented so far to bring about a quality culture in the organization?

6. What is the role and platform for innovation in identifying opportunities for value creation? How is 'innovation' encouraged in SSC? What specific steps have been taken to communicate and orient teams on innovation?

The Case Study must be submitted covering all the relevant points above.

TEAM SSF GLOBAL WISHES YOU THE VERY BEST!!