



Presents

13TH ANNUAL GLOBAL ENTERPRISE SERVICES CONCLAVE 2024

A WHOLE NEW WORLD OF ENTERPRISE SERVICES & GCC

The Shift from Good to Great – Now, Next and New

EXCELLENCE AWARDS & RECOGNITION 2024

Award Entry - Information Requirements

**SUCCESSFUL LAUNCH OF BUSINESS SERVICES STRATEGY
THROUGH IN-HOUSE OR OUTSOURCED SHARED SERVICES**

Tell Us About Your Journey...

LAST DATE TO SUBMIT THE APPLICATION: OCTOBER 30, 2024

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

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: EXCELLENCE THROUGH EFFECTIVE LAUNCH OF BUSINESS SERVICES STRATEGY (Your Experience)

There are 4 sections. For each section, please submit information through either a write up or a few power point 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. **Please respond to the questions which are relevant to highlight the success of your Business Services strategy.**

1) SHAPING & EXECUTION OF BPM STRATEGY THROUGH SHARED SERVICES

- Please provide a brief overview of vision and strategic thinking/ business objective or the trigger for exploring and adopting SSC as a Business Process Management (BPM) strategy/ Business Case. What is the level of corporate sponsorship? How does SSC fit into the overall plan for business excellence or transformation?
- Describe the broad framework behind BPM strategy - why, what, when, phasing, how, methodology etc.,
- Please share how the strategy has been executed over the period (brief implementation plan) for example, how have processes been migrated to SSC?
- What kind of strategic impact has been created by SSC? Is this a Functional strategy or Organizational strategy? Please share how the SSC strategy benefited for extension beyond one Function?
- Do you have a hybrid model for some processes in the same function(s)?
 - If yes, please share details and describe how they are managed or governed?
 - If not, describe how your strategic intent is evolving on outsourcing operations?
- Please share the governance mechanism and review process adopted for SSC
- Please share your approach for BCP (business continuity planning) and DRP for SSC.

2) PEOPLE & CHANGE MANAGEMENT

- Please describe what kind of resistance has been faced - which area did it come from? How change management is handled in the SSC and the key impacts therein on people, customers, service and cost.
- How do you build a value story for people? Please describe people management strategy (including redeployment if any), Development Assignments, Re/ Up skilling, Talent Review, Promotions and Retention
- Give the current organization structure, Head count at each level, % SSC Head count to total function, and profiles of top 3-5 leaders of SSC
- What specific steps you took or take in developing your communication program? For example, communication challenges, key messages, channels, feedback mechanism.
- What other tools/processes do you currently employ in respect of People? For example, Employee Self Services, Employee engagement surveys, Performance Management, Recognition, Training & Development, etc.

3) PROCESS ORIENTATION

- What is the level of process documentation - Process Maps, Operating Procedures and Checklist to enable operations? How often are these really updated?
- How do you measure the processing performance like turnaround time (TAT) and incidence of errors (accuracy)? How has this improved over a period of time?
- What kind of process checklist is used to check for input/output quality, compliance/control and ensure correctness/ timely processing? How are queries/deviations tracked/ monitored for resolution/ closure?
- How do you monitor metrics for performance as well as customer communication? What is the %age mix of automated/ manual metrics? How do you connect SSC performance to enable business 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?

4) AUTOMATION

- Please explain the level of automation you have in your SSC. What are the specific tools/ technology solutions being deployed?
- What are the linkages established between the technology implementation and overall BPM strategy to enhance customer service, customer experience and value creation?
- How do you think SSC automation will impact your Operations and Customers over the next 3 years?

TEAM SSF GLOBAL WISHES YOU THE VERY BEST!

Thank you for sharing with us your journey! All submissions will be treated as highly confidential and used only for the purpose of evaluating the submissions.