

Shared Services Center (SSC)



Monday, January 18, 2010

What Are Shared Services and What Are the Benefits ?

Shared Services is a **customer-focused** organizational structure and service model that provides back-office support primarily to internal customers and eliminates redundant **processes, systems, and organizations**.

Shared Services Enables

- Standardization of processes and systems
- Increased levels of automation
- Reduction or containment of costs
- Improved controls
- Enhanced service levels
- Access to new technologies
- Optimization of skills/capabilities

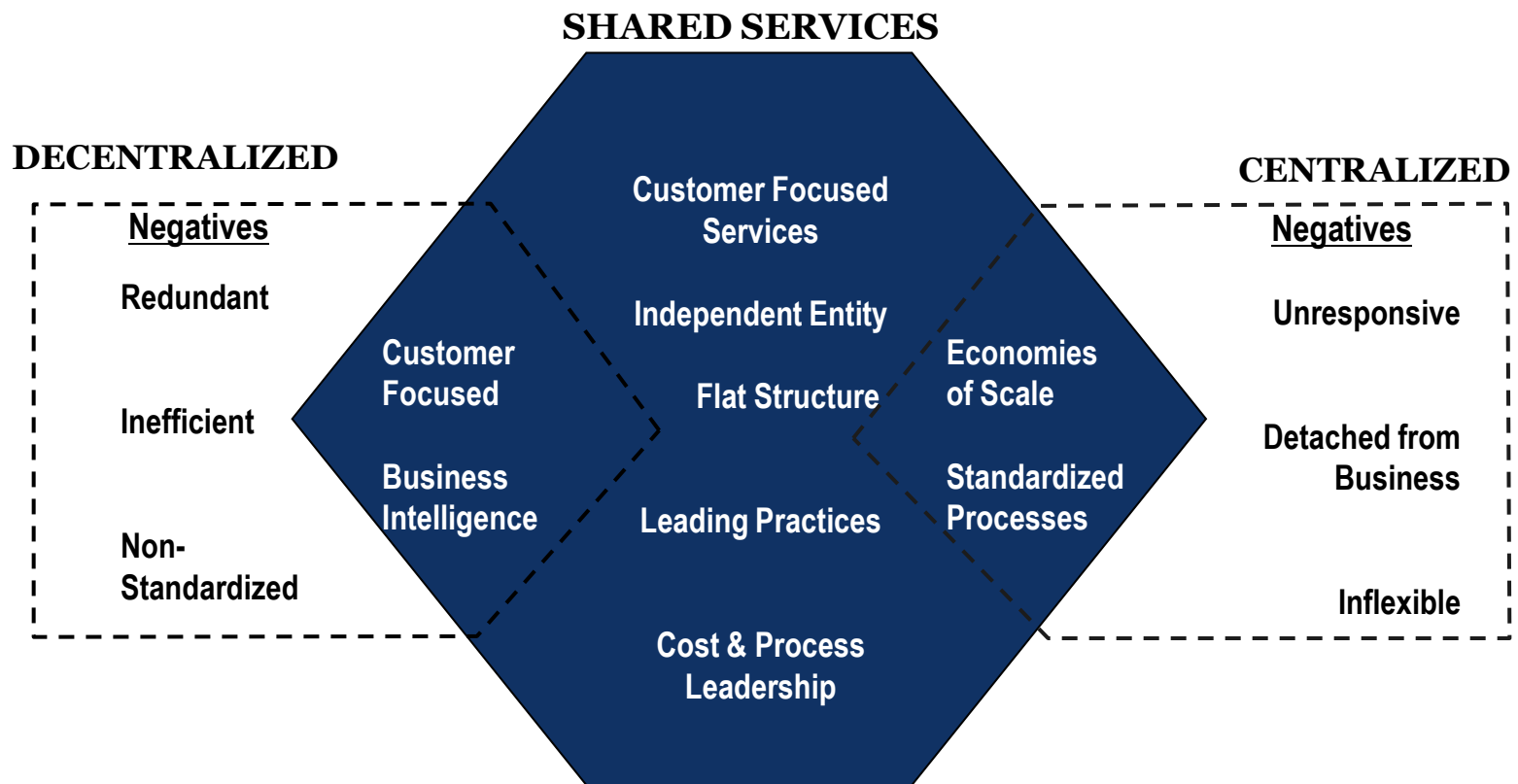
Key Shared Services Attributes

- Built upon standard processes, policies, and systems
- Focuses on delivering excellent customer service
- Strives for continuous improvement
- Run as a separate organization
- Enabled by emerging technologies

What SSC can do for your Organization?

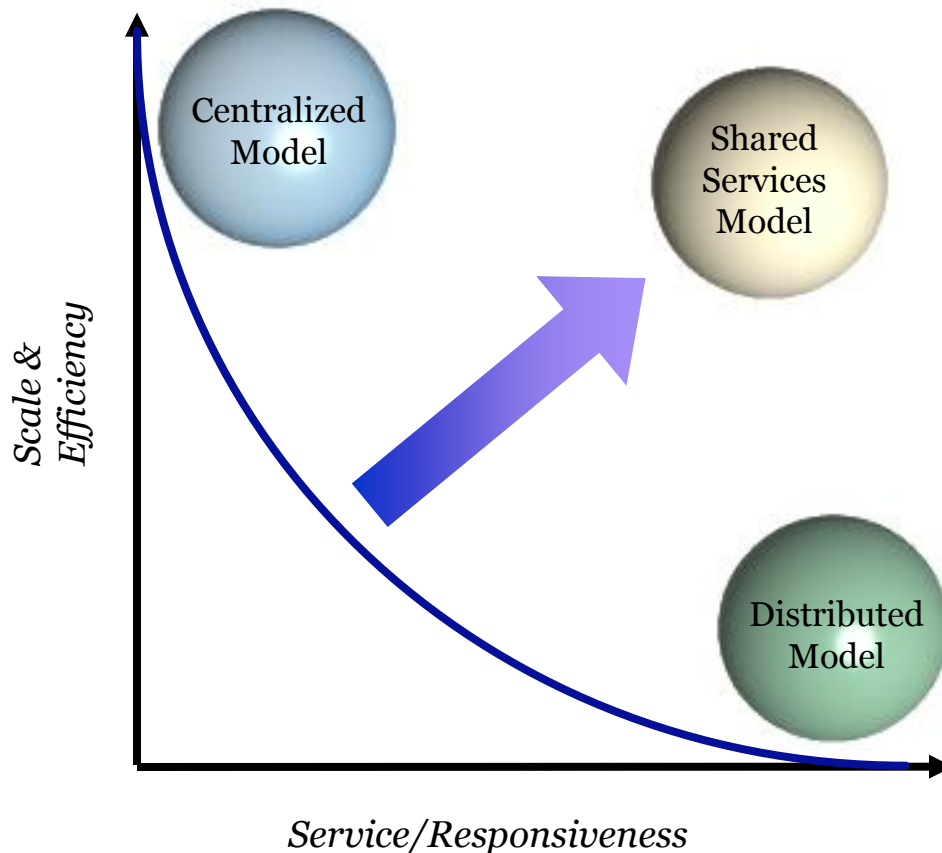
- Developing the business case to gain management support
- Overcoming organizational challenges and change management for seamless implementation
- Creating a governance model to support Shared Services initiatives
- Evaluating pricing and costing methodologies for optimal fees and funding models
- Assessing service offerings and aligning them with business needs
- Establishing performance metrics to evaluate effective service delivery

Shared Services vs. Centralized Services



Shared Services Objective

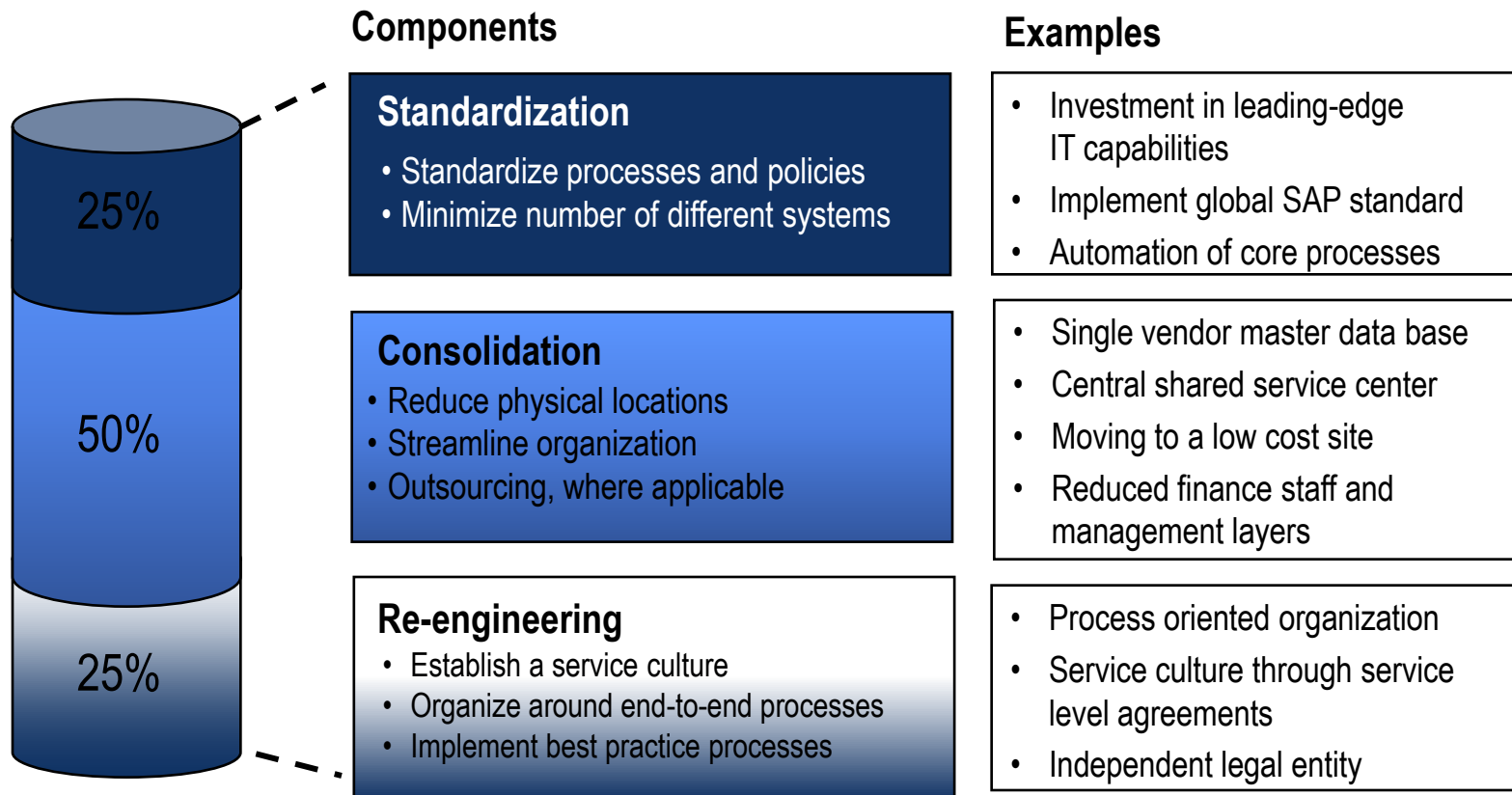
Shared Services is often confused with the centralization of functions into one physical location. In fact, Shared Services is much more:



- Strategic pursuit of process standardization enabling more efficient processing
- Customer-service oriented mindset
- Back-office functions run as a front-office (“run like a business”)
- Service managed via Service Level Agreements, “contracts” between operating units and the Shared Services organization
- Skilled and scarce resources leveraged across multiple operating units
- Operating units focusing on their core processes and analysis

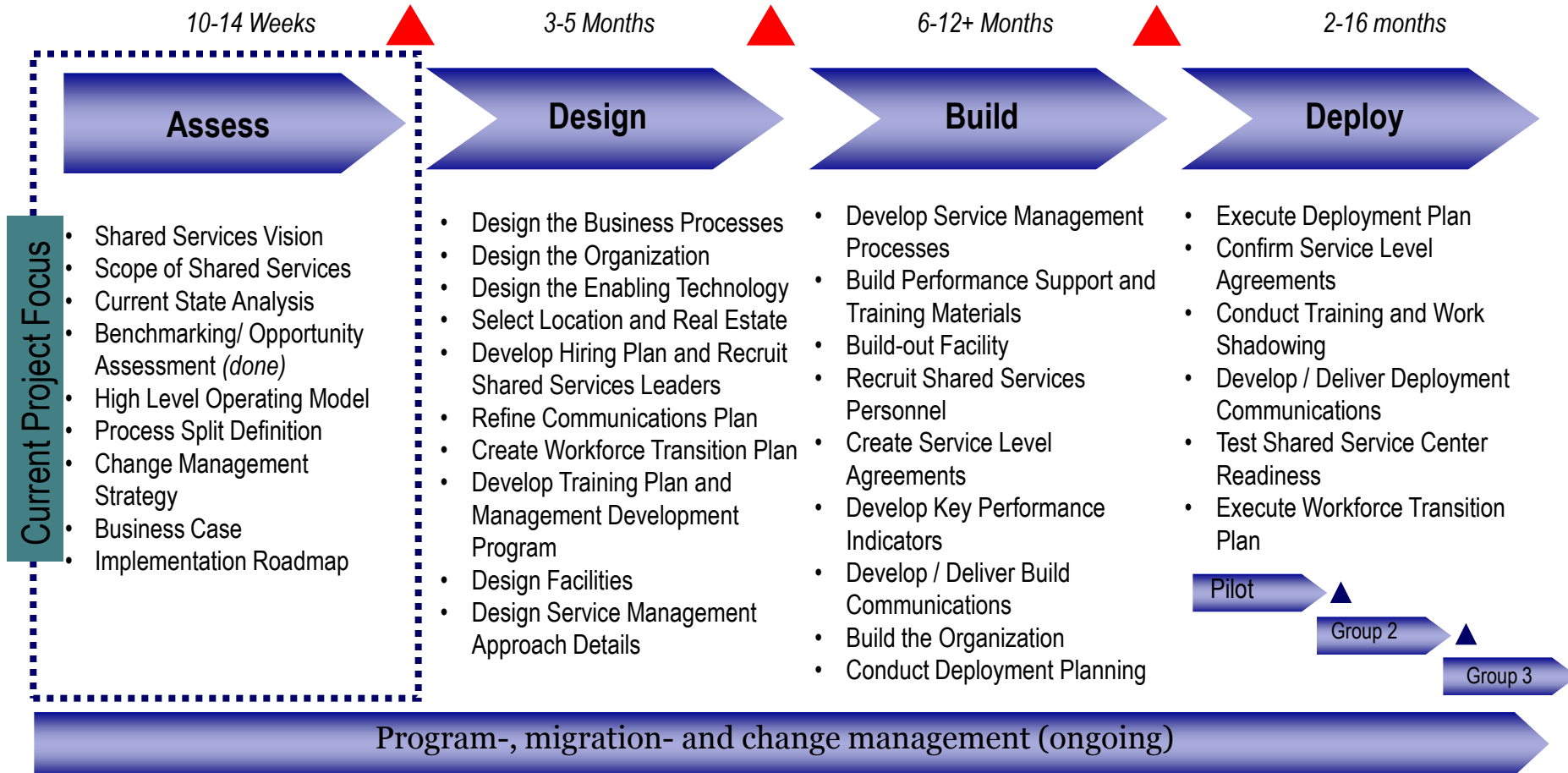
Split of Savings

Only by addressing all three components 'standardization, consolidation and re-engineering', full benefits of implementing Shared Services can be achieved



Typical Shared Services Road Map

Typically Shared Services Projects have 4 Phases:



NOTE: Timeframes above are illustrative and vary depending on organization size, Shared Services scope, ERP solution status, etc.

▲ = Management Checkpoint

Future of Shared Services

Blended Models

Regional Centers (Core Business & Language Centric)

Strategic & Tactical 3rd Party Business Partners

Global Governance Committees

Multiple 3rd Party Relationships

Dedicated 3rd Party Relationship Managers

Standard Performance Management : SLAs

Global Pricing Strategies & Contract Continuity

Transformation & Growth

Dedicated Transformation Teams

Ongoing 3rd Party Training & Coaching

Performance Management

Questions or Comments?



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