

Global Business Services

Transform Your Shared Services Organization through Global Business Services



As a shared services leader, you face increasing challenges to improve operational efficiency. To perform at an optimal level, your business needs a framework that enables your support functions to execute flawlessly, improve and accelerate decision making, and maintain required controls. You can meet these challenges head on by working smarter, scaling faster, and thinking globally.

Global Business Services (GBS) and shared services are often considered similar structures for service delivery. However, at ScottMadden, we find it important to define key attributes that differentiate a GBS from a traditional shared services operation. These attributes include: 1. Multifunctional scope, 2. Higher-value services in addition to transaction processing, 3. Enterprise-wide model, with more than one site, 4. End-to-end process ownership, and 5. A single executive leading the organization.

Why Should You Consider GBS?

According to our research, more than 50% of companies have evolved to some form of GBS. Companies are drawn to the obvious benefits such as increased savings opportunities, improved and standardized delivery of support services, and better leverage of infrastructure. However, companies implementing GBS successfully often experience additional benefits, such as improved job opportunities, broader and better analytics due to expanded access to data, and a global skill set that can be leveraged across the organization.

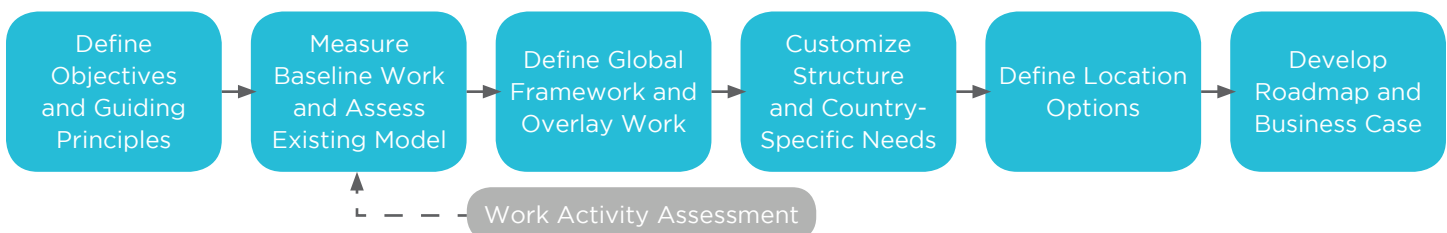
While there are numerous benefits of a GBS model, there are also unique challenges with obtaining those benefits. Some of these challenges include:

- Identifying and complying with country-specific regulations, which can drive process differences and legal requirements for local staff
- Aligning outsourcing models across the enterprise, which can drive non-standard service levels in addition to wasted money and effort on duplicate vendor relationships
- Defining a governance model to make GBS decisions, which drives the degree to which end-to-end global processes are adopted and can ultimately lead to project failure due to loss of momentum

How Can ScottMadden Help You?

Our consultants are multicultural, understand international business, and have experience designing and building global operations. Our approach sets a baseline of existing operations, designs a future GBS framework customized to your needs, and produces quantifiable work activity data that will be critical when transitioning work and staff during implementation.

ScottMadden's Approach



If you are ready to take the first step and talk to an expert about the goals for your GBS organization, or you want to understand more about the benefits and challenges of GBS, **contact us at info@scottmadden.com.**

Smart. Focused. Done Right.®



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