

SSON Analytics Benchmarking Exclusive



**Benchmark against the Top 20 SSOs & others in your peer group.
Leveraging data to assess your different locations.**

Moderator



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Panellist

Karla Younger

VP, HR Services

The Coca-Cola Company

Top 20 Most Admired SSOs *Selection Criteria*

Methodology that has **collated cross-channel data from SSON's global community of more than 140,000 members**, including digital and face-to-face channels, and applied a weighting system to the various criteria considered. Criteria included in the assessment:

Speaker Ratings

SSON Excellence Awards

Digital Presentation Downloads

Digital Editorial Demand

SSON Conference Research

Top 20 Most Admired SSOs for 2018

Top 20 Most Admired Shared Services Organisations in 2018

AkzoNobel ASCENSION BD P&G
Baker McKenzie. Celestica CISCO THE WORLD BANK
Discovery Lilly Mondelez International WESTERN UNION WU
moving money for better
Kellogg's experian. LinkedIn DIAGEO
SHANGRI-LA HOTELS and RESORTS COCA-COLA BUSINESS SERVICES WORLD AMERICA LLC HSBC
PEPSICO

sson | ANALYTICS VISUAL DATA INSIGHTS FOR SHARED SERVICES AND OUTSOURCING **sson** | THE WORLD'S LARGEST SHARED SERVICES & OUTSOURCING NETWORK

Benchmark your SSC across 112 unique metrics against 2 different datasets

Top 20 Most Admired Shared Services Organisations

Aggregated benchmarking data from 20 well-known brands

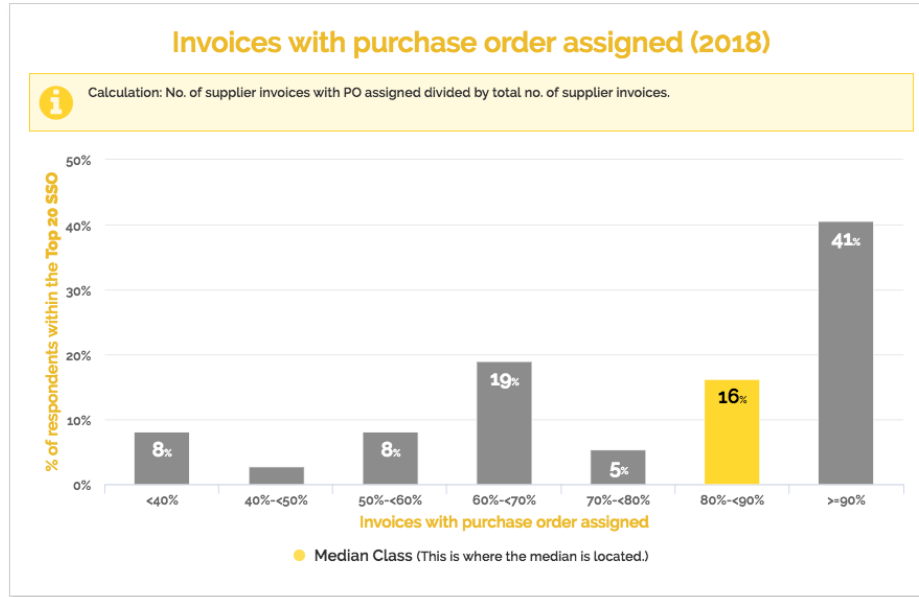
How do you compare against the Top 20?

Metric Intelligence Hub (SSON Analytics' Proprietary Benchmarks)

Benchmarking data for 122 countries & 22 industries

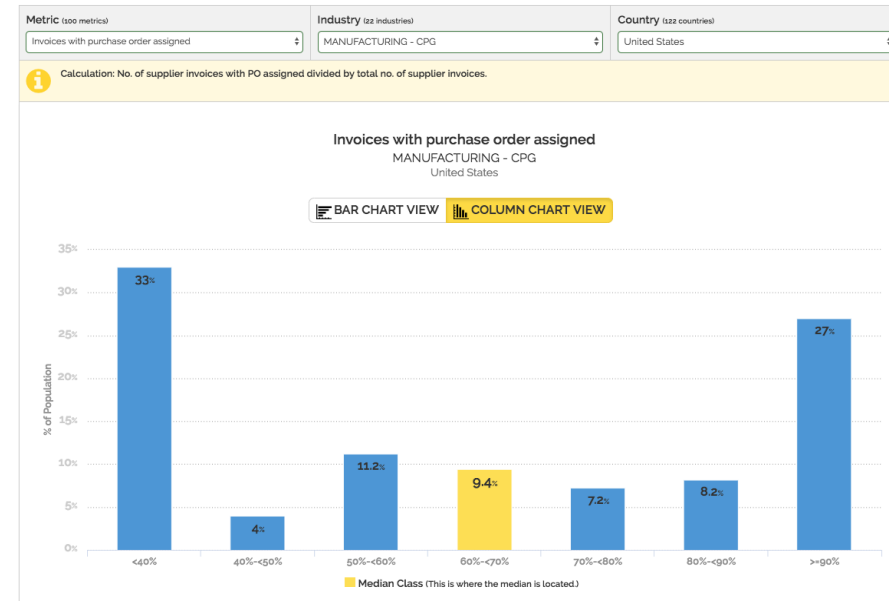
How do you compare against your peers in the same industry & country?

Invoices with purchase order assigned



Top 20 Most Admired SSOs

Median: 80% – <90%

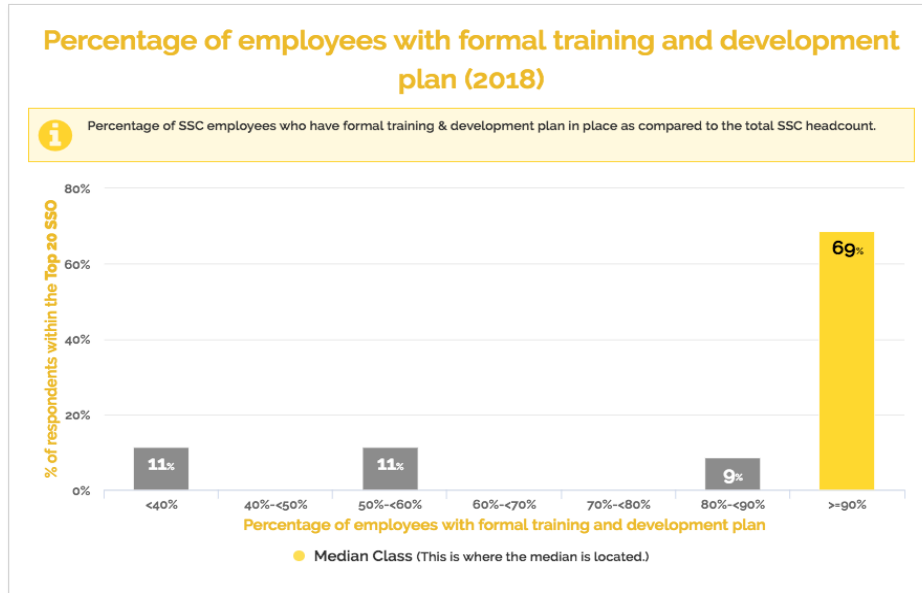


Metric Intelligence Hub
(SSC/GBS from the Manufacturing – CPG sector in the United States)

Median: 60% – <70%

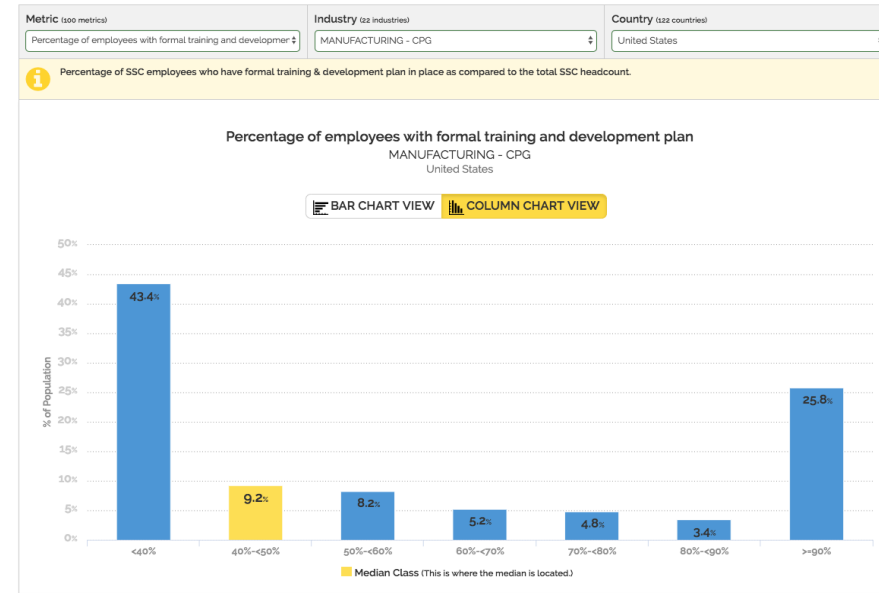
Where does your SSC stand?

Percentage of employees with formal training and development plan



Top 20 Most Admired SSOs

Median: >=90%



*Metric Intelligence Hub
 (SSC/GBS from the Manufacturing – CPG
 sector in the United States)*

Median: 40%-<50%

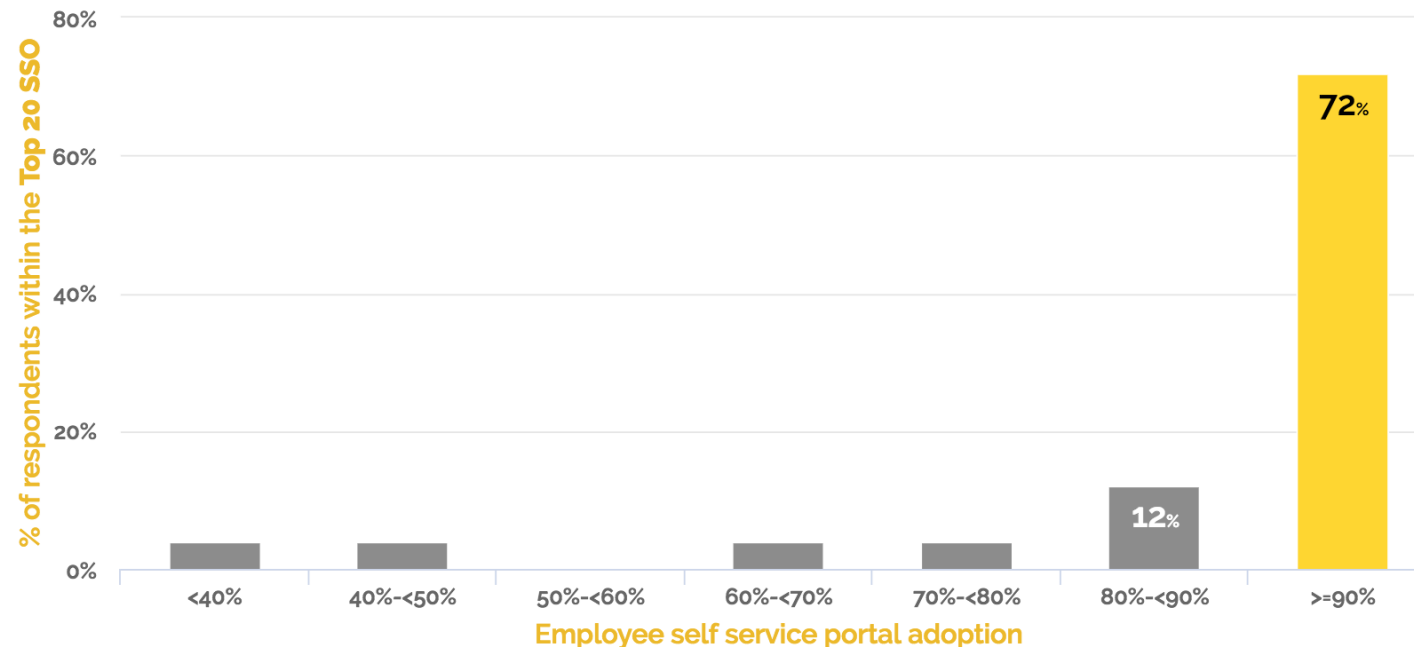
Where does your SSC stand?

Top 20 Most Admired SSOs: Employee self service portal adoption


Employee self service portal adoption (2018)



Number of employees / total employees who have logged in and accessed information or submit a request via the Employee Self Service portal.



● Median Class (This is where the median is located.)



Content

Business Process Outsourcing

Continuous Improvement/Process Improvement

Customer Experience & Governance

Data Management & Analytics


Finance & Accounting

Global Business Services

Location Selection: Amazon's Costly Mistake







Why location selection should be based on a "data-plus" approach

Tags: Amazon Location Selection City Cube Data Talent Pool




Barbara Hodge

🕒 02/25/2019



Amazon's Confusing Breakup With New York
Forbes - 25 Feb 2019
We got left on Valentine's Day. **New York** City was abandoned by **Amazon** when the company broke its promises to build its second ...



New York's dance with Amazon shows us how to fight for a city's future
The Guardian - 23 Feb 2019
Between November 2018 and February 2019, the world's biggest corporation (**Amazon**) and the US's biggest city (**New York**) staged a bizarre, ...

What We Did and Didn't Learn From the Failed **Amazon-Queens Deal**
International - New York Magazine - 22 Feb 2019

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Jamie Dimon: Amazon's decision to forsake New York cost 100000 j...
Washington Examiner - 25 Feb 2019
Amazon's change of mind about locating in the **New York** City area resulted in a loss of about 100,000 jobs, far beyond the 25,000 people who ...

City Cube

COLLAPSE	Compare up to 7 cities out of 3800+ cities available. Click here to add more cities			TAMPA FLORIDA, UNITED STATES	BUCHAREST ROMANIA	KUALA LUMPUR MALAYSIA																									
Select up to 17 categories to compare:	− Captive/Hybrid Shared Service Centres (excluding BPOs) (UPDATED MONTHLY) i 🗑️																														
<input checked="" type="checkbox"/> All Categories	Number of Captive/Hybrid SSCs (excluding BPOs) <table border="1"> <tr> <td></td> <td>31</td> <td>32</td> <td>133</td> </tr> </table>							31	32	133																					
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<input checked="" type="checkbox"/> Number of Captive/Hybrid SSCs	+ Breakdown of SSCs by Company Revenue																														
<input checked="" type="checkbox"/> Number of BPOs	+ Breakdown of SSCs by Function																														
<input checked="" type="checkbox"/> Talent Availability	+ Breakdown of SSCs by Industry																														
<input checked="" type="checkbox"/> Average Annual Salary (USD)	− Talent Availability (UPDATED WEEKLY) i 🗑️																														
<input checked="" type="checkbox"/> Languages	+ Number of people with a Post-Graduate Accreditation																														
<input checked="" type="checkbox"/> Taxation (%)	+ Number of Function-Specific SSC Professionals (Self-Tagged, Current Role)																														
<input checked="" type="checkbox"/> Currency Volatility	+ Working Professionals with experience in a specific process (Self-Tagged) i																														
<input checked="" type="checkbox"/> Job Market	+ Working Professionals with a specific skill (Self-Tagged) i																														
<input checked="" type="checkbox"/> Cost of Compensation	− University bachelor degree graduate population i																														
<input checked="" type="checkbox"/> Cost of Labour (USD)	<table border="1"> <tr> <td>Arts/Humanities Graduates</td> <td>i</td> <td>7,409</td> <td>4,733</td> <td>13,655</td> </tr> <tr> <td>Business/Social Science Graduates</td> <td>i</td> <td>7,720</td> <td>4,964</td> <td>14,822</td> </tr> <tr> <td>Engineering Graduates</td> <td>i</td> <td>7,105</td> <td>4,718</td> <td>14,263</td> </tr> <tr> <td>Language Graduates</td> <td>i</td> <td>8,088</td> <td>5,015</td> <td>14,103</td> </tr> <tr> <td>Science and Technology Graduates</td> <td>i</td> <td>7,640</td> <td>4,969</td> <td>14,768</td> </tr> </table>						Arts/Humanities Graduates	i	7,409	4,733	13,655	Business/Social Science Graduates	i	7,720	4,964	14,822	Engineering Graduates	i	7,105	4,718	14,263	Language Graduates	i	8,088	5,015	14,103	Science and Technology Graduates	i	7,640	4,969	14,768
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<input checked="" type="checkbox"/> Cost of Living (USD)																															
<input checked="" type="checkbox"/> Flight Connectivity																															
<input checked="" type="checkbox"/> Time Zone																															
<input checked="" type="checkbox"/> Risk Probability Index																															
<input checked="" type="checkbox"/> Risk Resilience Index																															

Any questions?

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