

Making  
strategy  
happen.



# SHARED SERVICES

Delivering Business Value Through Shared Services

## TRENDS AND IMPLICATIONS

Companies continue to struggle with balancing the need for cost reductions and efficiencies versus driving innovation and customer value. To accelerate lowering costs and improving business processes, corporate executives are turning more and more toward functional and multi-functional shared service models. Shared Services coupled with selective outsourcing can offer tremendous improvements in efficiency and significant cost reduction. Additionally, companies can leverage shared service models to drive continuous improvement, innovation, and business value through data and analytics and end to end business processes.

## INTEGRATED APPROACH

An effective Shared Services center allows for organizational resource efficiency, streamlining both the workforce and the flow of information through it. TayganPoint helps our clients build upon this with large scale cultural and process transformation. Shared Services is more than just centralization or consolidation of similar activities in one location. Shared Services can mean running these service activities like a business and delivering services to internal customers at a cost, quality and timeliness that is competitive with alternatives. And even more importantly creating business value by developing a culture and capability around continuous improvement and innovation.

## SHARED SERVICES IMPLEMENTATION AND BENEFITS REALIZATION



Business Model and Center Operations



Transition Management and Knowledge Transfer



Service Delivery and Management



Culture and Employee Engagement



Value Creation and Innovation



Shared Service Vision and Strategy

## INTEGRATED APPROACH: PARTNERING FOR SUCCESS

TayganPoint helps clients throughout the life cycle of developing and implementing Shared Services from strategy through execution. Our proven approach to Shared Services follows a three-stage model.

- 1. Envision & Align** – In this stage we partner with clients to define their Shared Service strategy and ensure alignment with the overall business case. We conduct a current state assessment regarding overall costs and opportunities and determine what processes and activities need to be close to the business, which can be centralized into a shared service model, and which can be outsourced. The overall business case is then developed and we work with leadership to ensure all key stakeholders are aligned on the strategy and benefits. Once there is alignment an overall roadmap is developed.
- 2. Enable and Execute** – In the second stage we help clients develop the detailed future state design regarding organization, processes, technology, sourcing, and culture. Additionally we develop the overall service delivery and management processes and identify the key metrics and KPI's that will form the basis for overall benefits realization. We provide full support regarding overall program management, process design, and change management and communication.
- 3. Operate & Realize** – Finally the client is ready to operationalize and track their roll out. We use a robust knowledge transfer methodology to ensure effective transfer of the processes and services from the business to the Shared Services organization. And we track progress and benefits realization through disciplined operational reviews and sign offs ensuring minimal disruption to services and the business. Once operational we work with the client to develop the skills and create a culture of continuous improvement and innovation.

## TAYGANPOINT SHARED SERVICES TRANSFORMATION FRAMEWORK

