

# How do GBS organisations get to the next level?

Many GBS organisations have “stalled” at Level 3; taking the benefits from consolidation and scaling but not delivering the next level of value



Operational Efficiency (increasingly cross functional)

On demand, automated reporting, visualisation and insight generation

Seamless and consistent customer and employee experience



**Leading organisations are now focussing on:**

- GBS digital enablement aligned to services
- Embedding digital capability and mindset across the enterprise
- Customer and employee experience led design

# What's the solution?

Powered GBS is a proposition that brings together KPMG's Global Business Services expertise and ServiceNow implementation capability to deliver a truly connected, digital solution.

The strengths of ServiceNow as a platform makes it uniquely capable of helping leaders of GBS organisations (both mature and developing) quickly deliver against a broad range of their most important strategic imperatives



Creating a seamless and consistent **customer and colleague experience**, through a unified Portal



Driving **operational excellence** through orchestrating and automating process workflows inc. increasing prevalence of **self service** and use of **virtual agents**



On demand, **automated reporting, visualization and insight generation**



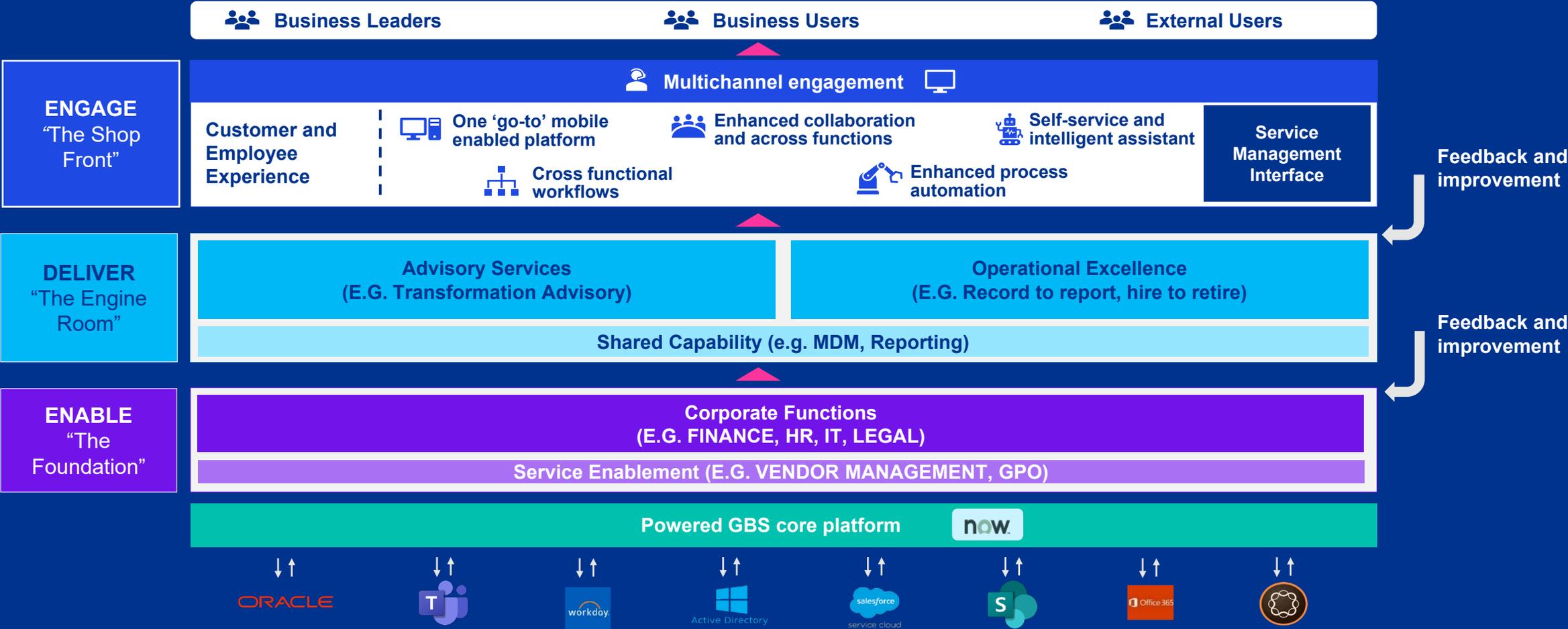
Improved **risk and compliance** monitoring and reporting (e.g. policy and compliance management)

**Increasing Priority for Mature GBS Organisations**

**Applicable across GBS organisations of varying maturity**

# Helping organisations evolve to NextGen GBS...

Powered GBS helps organisations focus on efficacy, evidence and experience with customer centricity at the heart of the operating model.



# Enhancing the experience for all GBS stakeholders...



Powered GBS



One stop shop



Universal request



Automated self service



Cross functional catalogues



Multichannel engagement



GBS Customers



GBS Leaders



GBS Professionals

# Enhancing the experience for all GBS stakeholders...



## GBS Customers

- **Single platform** to carry out and request all daily operational needs – **integration with source systems** e.g. ERP
- **Increased customer experience and satisfaction** – hyper personalization across standardised processes
- Greater speed to value – less time straddled with administrative tasks
- **Increased Right First Time (RFT)** processing through **enhanced automation**- leading to less re-work
- **Reduced offline back and forth** with GBS team members
- Carry out requests **any time/any where through mobile app**

# Enhancing the experience for all GBS stakeholders...



## GBS Professionals

- **Increased transparency** through individual and team workspaces i.e., ultimate **role and task execution clarity**
- Reduced error rates through **task automation and workflow orchestration**
- **Single view of the truth** enabled by **end-to-end processes**
- More **capacity freed up to focus on value adding work** and onboard new services
- **Increased collaboration** between team members and customers (inc. BPO)
- Greater employee experience –**no need to toggle between multiple systems** and communication channels
- **Realtime view of task/activity success and productivity** e.g., SLAs, KPIs etc.

# Enhancing the experience for all GBS stakeholders...



## GBS Leaders

- **Greater operational visibility** through all meaningful **GBS data and MI being available real time**; productivity, volumetrics, operations success, customer/employee satisfaction
- Better ability to **understand drivers of effort and aid faster and more accurate decision making** e.g.;
  - Potential changes to chargeback models
  - Tailoring of BPO gainshare agreements
  - Service delivery and resourcing requirements
- **Increased credibility across the business** – better ability to get a seat at the table and drive real value
- Manage on-the-go through **mobile dashboarding and reporting**

# Contact us



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