

FROM SHARED SERVICES TO INTELLIGENT BUSINESS SERVICES

**ERIK SANDSBRAATEN
MANAGING DIRECTOR
CFO & ENTERPRISE VALUE**

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THE NEED FOR CHANGE

COMPANIES TODAY ARE OPERATING IN A COMPLEX BUSINESS ENVIRONMENT AND CONTINUE TO BE CHALLENGED TO FIND NEW WAYS TO ADDRESS COMPLEXITY.

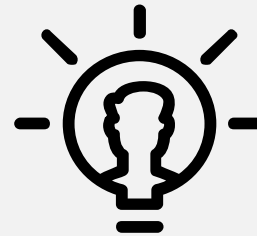


DISRUPTORS ARE ENABLING A RAPID PIVOT...

NOW IS THE TIME TO RESET A BOLD STRATEGY AND MAKE ITERATIVE PROGRESS TOWARDS IT

Disruptors Affecting Interactions

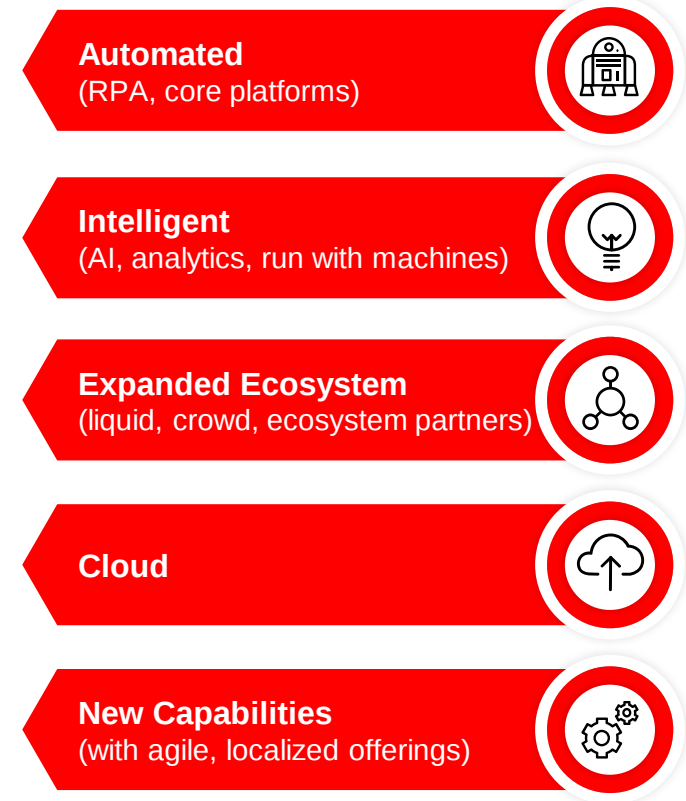
Macro-trend: Age of Consumerization



**Intelligent
Business
Services**

Disruptors Affecting Operations

Macro-trend: Rise of Localization



...TOWARD INTELLIGENT BUSINESS SERVICES

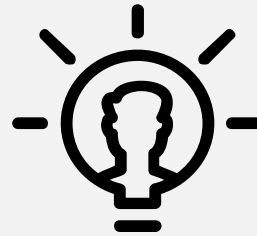
NOW IS THE TIME TO RESET A BOLD STRATEGY AND MAKE ITERATIVE PROGRESS TOWARDS IT

- Experience-based
- Process and Tech Convergence
- Enterprise Enablement
- Agile and Innovative
- Ecosystem Partners

Intelligent Operating Model

Intelligent Automation

- Foundation
- Robotic
- Integrated Analytics
- Artificial Intelligence



**Intelligent
Business
Services**

- Living
- Modular
- Enhanced
- Liquid
- Human

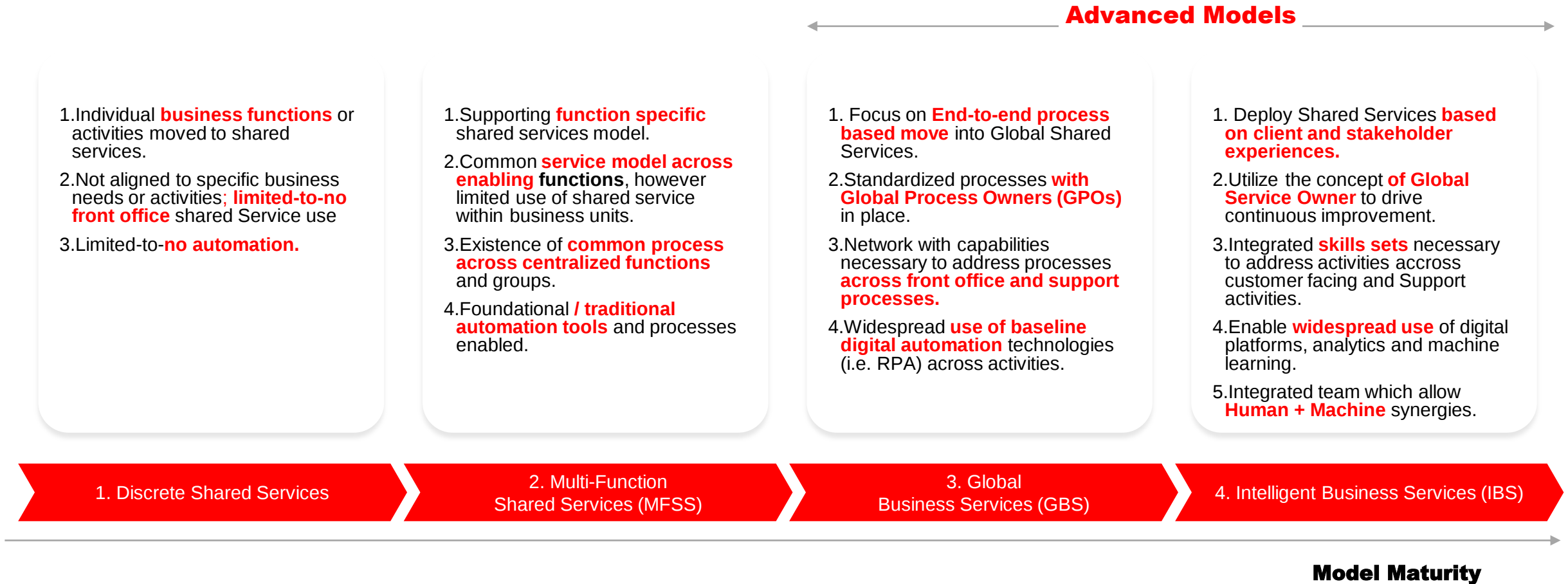
Intelligent Organization

Intelligent Insights

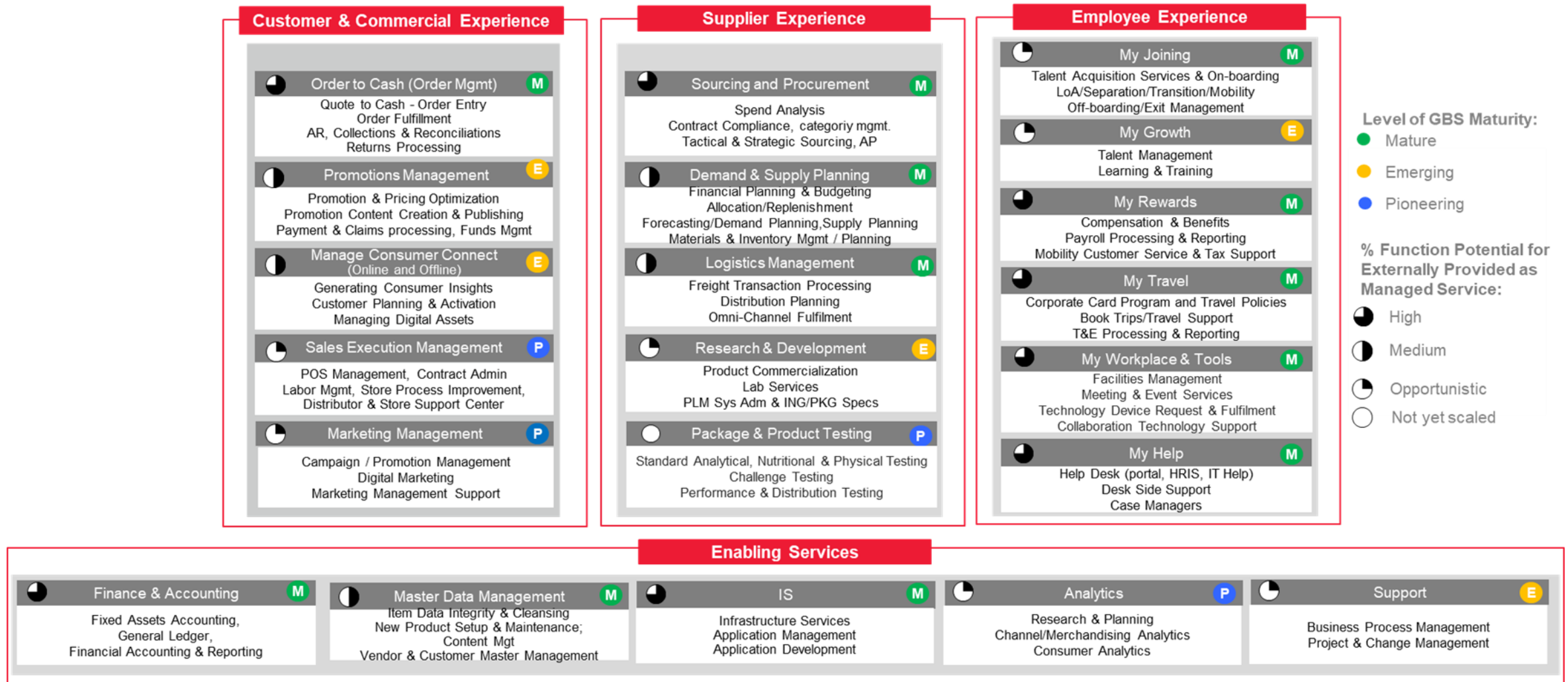
- Foundational
- Functional
- Growth
- Profitability
- Sustainability & Trust

EVOLUTION OF THE SHARED SERVICES MODEL

SHARED SERVICES HAS EVOLVED TO INCLUDE ADVANCED MODELS WHICH ENABLE STRATEGIC VALUE FOR THE BUSINESS THROUGH INCREASED ENTERPRISE LEVERAGE.



...LEADING TO CONTINUOUS SCOPE EXPANSION



A ROBUST, FIT FOR PURPOSE LANDSCAPE IS REQUIRED

OFFERING SPECIFIC PLATFORMS (EXAMPLES)	       				
DATA VISUALIZATION	Visualization Tools  		Reporting Tools  		
COMMON WORK ORCHESTRATION	Data Digitation 	Workflows 	Intelligent Work Allocation  		Intelligent Helpdesk 
TASK / PROCESS AUTOMATION	Minibots , Robotics Process Automation      				
DATA INTEGRATION	Data Lake 		Integration Hub 		
FOUNDATIONAL	AIDT <i>Identifies manual Process steps</i>	AKN <i>Platform to share Knowledge / training</i>	GPH <i>Measures productivity & provides insights</i>	OpsNav <i>Portal providing SLA & KPI results</i>	EVT + PMM <i>Provides data & control oversight & QA</i>
CORE CLIENT PLATFORMS					
       					

RAPID MOVEMENT TOWARDS ADVANCED MODELS

ADVANCED MODELS (GBS/IBS) HAVE GAINED SIGNIFICANT SHARE AMONG SSC STRUCTURES

