

GBS and Sourcing Advisory

Global enterprises are currently looking to leapfrog into next-gen digital global business services (GBS) structures either while setting up from scratch or while transitioning processes into the GBS by reimagining service delivery models, simplifying end-to-end functions and leveraging digital products and services. Identifying the right levers to propel ahead includes effective value delivery, tracking benefits management, process transition etc. ultimately helping the GBS 'Do more with less'.



A comprehensive and modular approach for building an optimised/centralised remote service delivery organisation



Access to accelerators and frameworks to expedite the delivery of value or advance the benefits realised



Muti-disciplinary across intelligent automation, tax, risk, etc., to embed the culture of digital enterprise



Delivered more than 10+ SSC/GBS across all diverse sectors and business functions.



Experienced team of techno-functional partners with more than 100+ years of experience



In-house skills and experience to support the run operations for the client on-demand

Benefits



Process efficiency



Reduced operations cost



Improved synergies



Improved control



Improved segregation of duties



Enhanced talents and skills



Improved turnaround time

How we can help you

GBS advisory

- Feasibility study and candidacy assessment
- Location strategy and evaluation
- Business case management

Target operating model

- Process spilt and design for consolidation to GBS
- To-be org Structure
- Service definition with SLA/OLA
- Process and policy documentation
- Org implementation
- Training content and creation
- Establish governance
- Process and tool harmonisation
- Transition management and support

Set up centre of excellence and operationalise

- Second/micro location strategy
- Cost recharge model
- Recruitment processing
- Benefit realisation model

- Service delivery support & management
- Service optimisation
- Cost recharge and billing model review
- Performance review
- Service recharge support
- Governance audits and compliance support

Sourcing advisory

- Sourcing strategy
- Maturity assessment and benchmarking
- Process and service transformation

End of term/contract renewals

RFP creation for outsourced services

Transition Management and Support

Performance framework – metrics identification, design and deployment

Vendor management office setup

- Vendor management and conformance
- Continuous service improvement
- Delivery excellence

Contact us

Kalpana B

CEO - dGTL

kalpana.b@in.gt.com

Raman Shenoy

Partner - dGTL

raman.shenoy@in.gt.com

#GTBharat
SHAPING A VIBRANT INDIA