



## Global Business Services

Current challenges and solutions  
for a effective SSC



MAKING AN  
IMPACT THAT  
MATTERS  
*since 1845*

# What are your typical challenges?



## Processes & Organization

How to manage a SSC project?  
Where will we locate the SSC?  
How to build a business case?  
How to design the future operations?  
How to manage transition?  
How to organize the controls environment?



## People

How to build a successful team?  
How to recruit the best people?  
How to employ foreigners?  
How to improve employee retention?  
What is the optimal employee benefit structure?  
How to manage the change and communication?



## Intelligent Automation

How to build RPA capability and implement it into the SSC?  
How to overcome initial investments impacting my RPA business case?  
Which processes can be automated?  
How to deal with capacity issues?  
How to increase the quality of services?  
How to free up time for value added activities?



## Tax & Legal

How to set up remote working from Legal and Tax aspect?  
What is the most efficient tax model?  
How to set up the service price?  
Would the project be eligible for a governmental subsidy?  
How to set up home office?  
How to ensure tax and legal compliance?

# Solutions for you - how can Deloitte help:



## SSC Feasibility & Design

- Create shared vision and strategy
- Assess feasibility & build business case
- Provide location expertise
- Design processes, organisation and technology
- Set up of internal controls
- Develop process documentation

- Prepare right mix of employee value proposition
- Engage stakeholders and build the change management plan
- Develop a communication strategy and plan
- Bring the right people on board

- Digital Enablement as part of SSC set-up
- Include RPA in the SSC operating model design
- RPA recommendations when deciding on outsourcing
- Setup of business case implementation roadmap and plan

- Assessment of tax and legal impacts
- Tax structure set up and optimisation
- Grants and incentives
- Transfer pricing



## SSC Build & Transition

- Provide certified project managers
- Design of transition approach
- Manage transition
- Benchmarking and productivity measurement setup
- Functional experts on F&A, IT, HR, Procurement, Marketing and Sales and other areas

- Insight into employer branding to improve employer attractiveness
- Recruitment channels analytics
- Employee benefits and their optimisation
- Experienced operations and transition management resources
- Immigration services

- RPA as a service by Deloitte
- RPA as an in-house solution in the SSC
- Certified RPA training by Deloitte
- Addressing key concerns of IT connected to RPA

- General Data Protection Regulation (GDPR)
- Legal aspect of work from home, tax impacts of remote work
- Apply for a cash subsidy for expanding the SSC
- VAT compliance advisory
- Indirect Knowledge Hub



## Optimization & Transformation

- Quality controls monitoring
- Benchmarking
- Performance measurement
- Insight driven organization
- Enhance Customer Experience
- Cost and process optimization
- Master Data Governance
- Loan staff
- In-house accounting knowledge sharing system implementation & ad hoc support

- Deloitte operational excellence training
- Deloitte analytics for prediction of leavers
- Identification of key influencers
- Optimising employee benefits
- Provide skilled resources via the loan staff programme

- RPA capacity services and RPA loan
- Staff, RPA project management
- Transform to RPA enabled operations
- Cognitive & Artificial Intelligence
- Analytics & Insights
- Business Intelligence
- Process Bionics

- Optimising costs of existing benefits
- R&D cost refunds
- Ongoing legal advisory
- Ongoing tax advisory
- State incentives



## Technology Enablers

- SAP S4H transformation
- SAP Ariba, Coupa
- Oracle
- Salesforce
- Celonis
- Tableau, Qlik, Power BI
- Disclosure Management Solution

- Service Now
- Success Factors
- APAT
- Predictive analytics

- BluePrism
- Automation Anywhere
- UiPath
- Anaplan

- Tax technology
- Tax Cube
- Digital Dox (TP)
- Real-time reporting

# Contact

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