

Shared Services and Outsourcing Assessment

Strengthening competitive edge through outsourcing



OPTIMISING OPERATIONS THROUGH SHARED SERVICES AND OUTSOURCING ASSESSMENT

Shared services and outsourcing deliver support services efficiently and effectively, enabling businesses to focus on core and value-added activities. Over time, such initiatives have evolved from short-term tactical projects focused on cost savings to executive-level business strategies that enable companies to sustain revenues and profits in the competitive global marketplace.

NCS provides a comprehensive approach to shared services and outsourcing assessment that covers the full life-cycle of the initiative. The key to our methodology is to identify the competitive advantage and value that organisations can leverage upon, embed this value into their approach and strategy, and ensure its sustainability through continuous review and performance monitoring.

WHY NCS?

Our shared services and outsourcing assessment service is supported by practical understanding of the outsourcing business coupled with in-depth domain knowledge in business process improvement and corporate performance management. NCS is able to share best practices in enterprise operations including finance, human resource, procurement and IT.

We use our patented Bizval™ suite of methodologies to create business value from the engagement. Bizval™ aligns key organisation components of vision, processes, application and infrastructure, stakeholders, facilities and policies & law to enable a smooth and successful transition.

CHALLENGES

- How do we determine if an organisation should adopt shared services or outsourcing?
- How do we determine which activities should be centralised as shared services or outsourced?
- What are the costs and benefits of adopting shared services or outsourcing?
- What is the best operating model for shared services or outsourcing?
- How do we manage the transition from current operations to shared services or outsourced operations?

SOLUTIONS

- Feasibility study
- Strategy and approach
- Effectiveness review
- Capability enablement

BENEFITS

- Holistic and comprehensive coverage of the life-cycle of outsourcing that caters to differing needs of organisations
- Detailed appreciation of the business case and options available for shared services or outsourcing
- Detailed roadmap that guides the implementation of the chosen initiative
- Improved efficiency and effectiveness of existing operational processes
- Operational staff trained in process improvement techniques to continuously drive process excellence in operations

NCS SHARED SERVICES AND OUTSOURCING ASSESSMENT APPROACH

At NCS, we have a holistic and structured approach that enables organisations to systematically decide whether it is a “Go/No-go” during the planning stage for shared services or

outsourcing, as well as to identify operational improvements during operations to sustain and enhance business value.

NCS SHARED SERVICES AND OUTSOURCING ASSESSMENT SUITE OF OFFERINGS

The NCS **Feasibility Study** seeks to answer the question during the planning stage: “Do we have the strategic need for shared services or outsourcing?” It involves a high-level assessment of the organisation’s readiness level and need for shared services or outsourcing. The assessment will be conducted through the use of interviews, workshops, questionnaires, checklists and templates to assess areas such as complexity and criticality of processes, cost structure and performance levels.

This is followed by an option review to study the various sourcing models such as shared services or outsourcing. For the latter, depending on choice of locality, options would typically include onshore, near-shore and offshore outsourcing. The option review will include interviews and workshops with the customer, as well as the development of a business case based on the chosen option.

The outputs shall include:

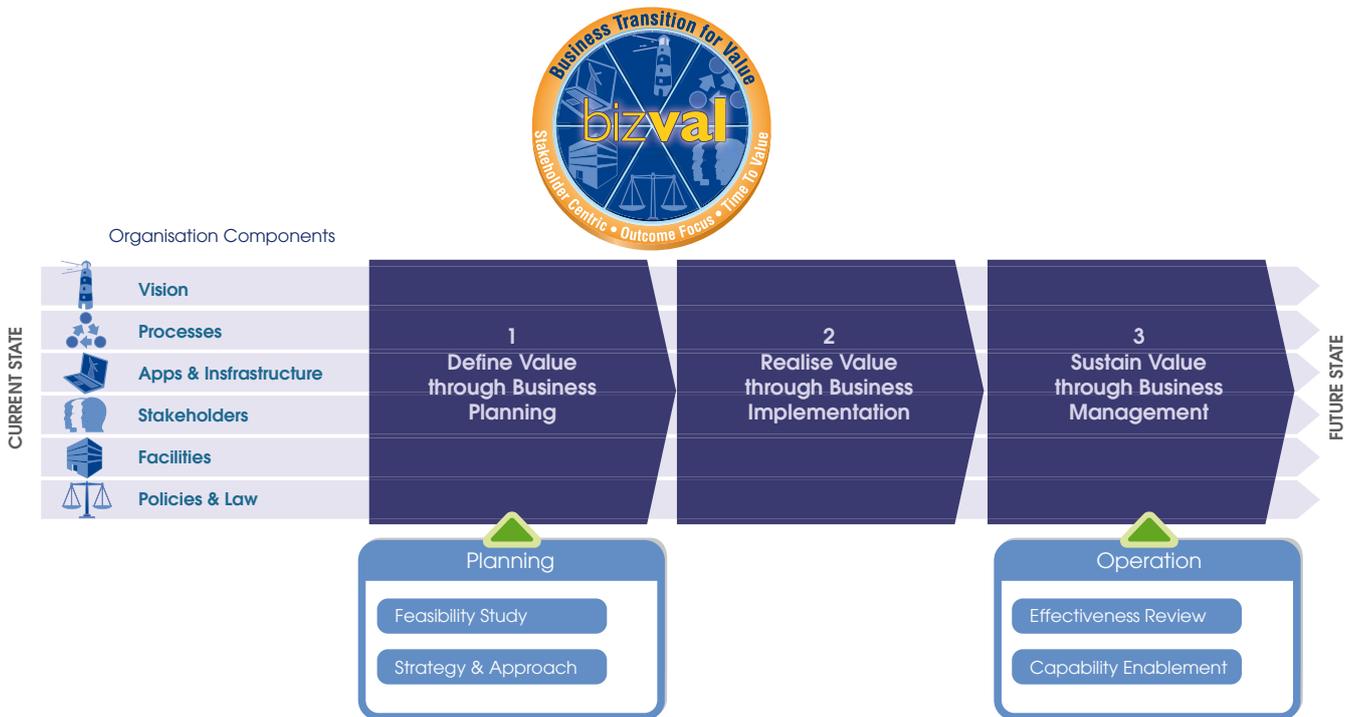
- Strategic options
- High-level target operating model
- High-level cost/benefit analysis
- Implementation roadmap

The Strategy and Approach phase builds on the output of the **Feasibility Study**. It seeks to answer the question: “How should we go about implementing shared services or outsourcing?” The consultancy focuses on the selected option to develop a detailed blueprint on the processes, systems, commercial, operating model, as well as a detailed business case including value quantification and implementation timeline to enable the organisation to embark on the initiative.

For ongoing operations, **Effectiveness Review** helps identify further improvements in efficiency and return-on-investment (ROI) through the review of current performance. Related activities include: benchmarking with similar scope and arrangements; analysing operating model including processes, organisation design, costs etc.; identifying improvement opportunities; developing business case and implementation plan.

Capability Enablement can also be deployed to train operations staff on NCS Process Re-engineering for Value (PRV) methodology, which incorporates Lean Six Sigma techniques to improve process efficiency and reduce waste in operations.

NCS Shared Services and Outsourcing Assessment Approach



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