

Leadership Interaction 2024 – PUNE

Beyond Boundaries...

July 9th 2024

Speakers:

- **Shreyas Dhore**, Manager – Supply Management Tools & Processes, **John Deere**
- **Sankar Narayan**, GBS India Head, **Smith & Nephew**
- **Rakesh Sinha**, Founder & CEO, Quintes Global; Co-Founder, **SSF Global** – (*Moderator*)

Key Takeaways –

1. **"Expand the scope of business services for enterprise-level value"**: To truly reap benefits and achieve enterprise-level value, shared services must expand beyond functional processes to include upstream and downstream processes, embracing multifunctional capabilities.
2. **"Stakeholder satisfaction is key"**: Go beyond traditional SLAs and KPIs to measure stakeholder satisfaction through a differentiated approach like the Stakeholder Satisfaction Index (SSI) to avoid the "watermelon effect" and ensure genuine stakeholder happiness.
3. **"Assess maturity and adopt a tailored approach using tools like SSF's GCC Maturity Model"**: Understand the current maturity stage of your business services unit and adopt a tailored approach to suit your organization's needs, rather than following a generic or herd mentality approach.
4. **"Integrated design is crucial for success"**: Before adopting new technologies, organizations must assess, evaluate and redefine underlying processes, data flows, data lakes, and change management strategies to ensure an integrated design that drives success, rather than simply throwing technologies at the problem.

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