



# The evolution of Shared Services



*"Don't Give Up Quality for Speed" , Establish and monitor Key Success Factors*

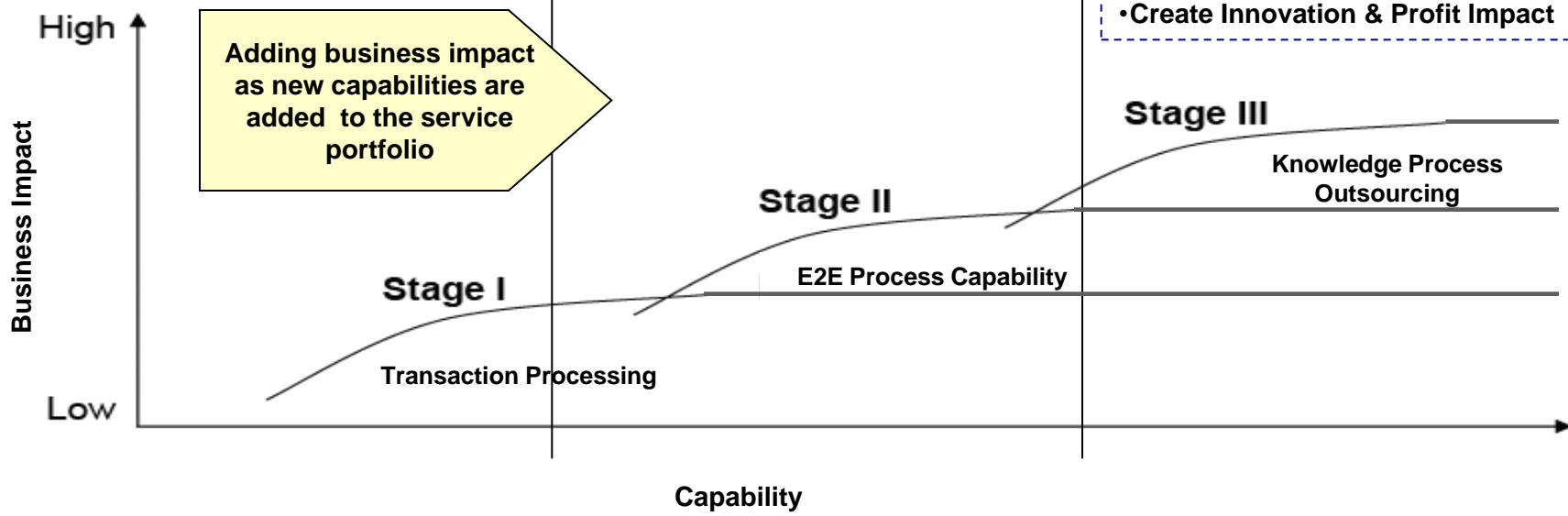
# From Capture to Community



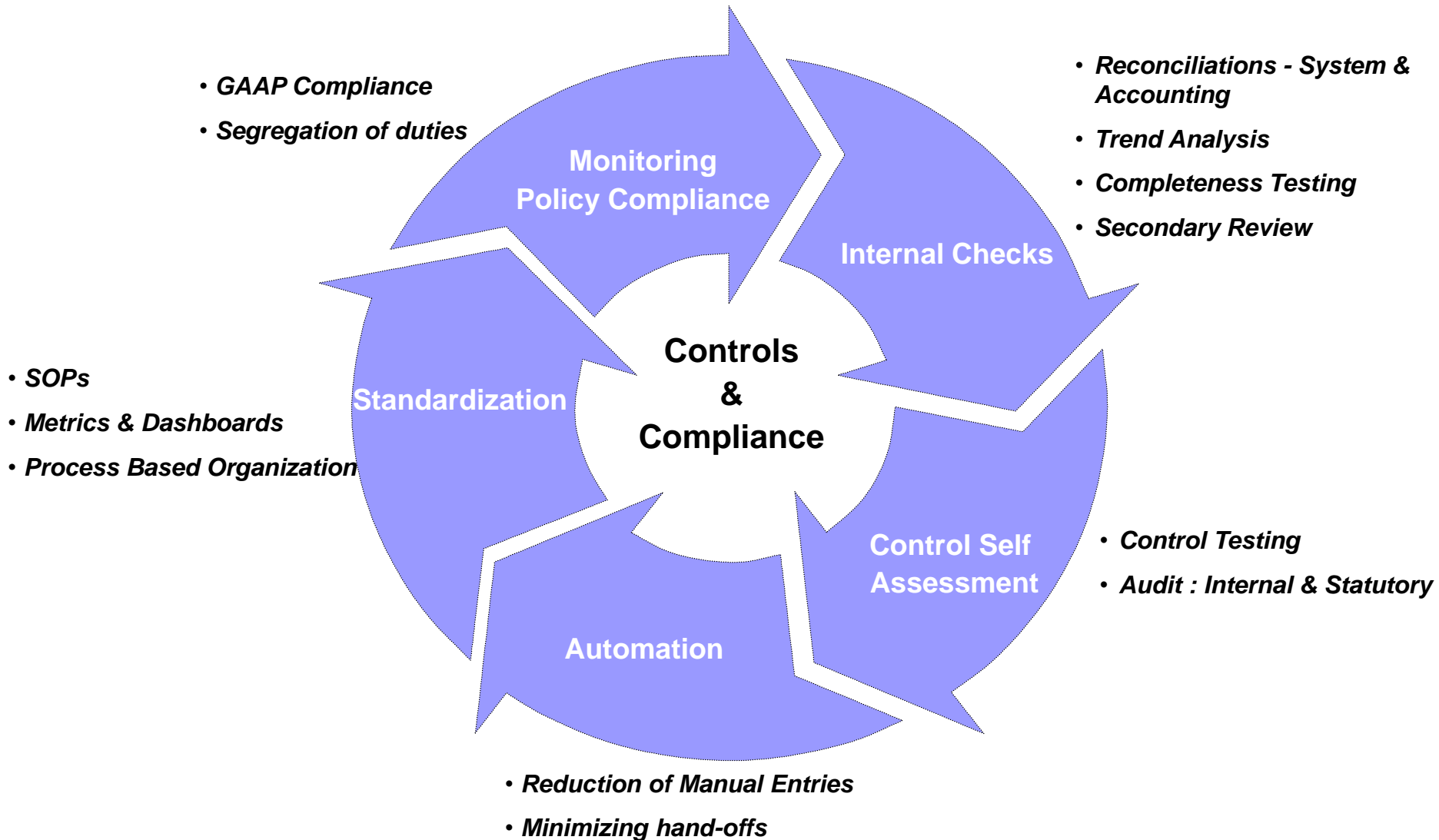
- Establish credentials
- Leverage cost advantage
- Meet Service Level Expectations

- Quality & Productivity Impact
- E2E Ownership of key processes
- Strong Internal Business Partner

- Manage Strategic processes requiring strong business knowledge
  - Cash flow models / underwriting
  - Equity / financial research
  - Business and market research
- Create Best Practices and Centers of Excellence
- Create Innovation & Profit Impact



# Ensuring Integrity of Financial Statements



# Key Learnings

## Planning

- It is critical to plan ahead of time
- Seek approvals for Resources
- Involve all stakeholders at planning stage

## Execution

- Follow phased approach for Large projects
- Handover from Giver to Receiver MUST be rigorous
- SOP's & Performance management dashboards

## Quality

- Instill Quality mindset from the start
- Reinforce through employee training

## Communication

- Internal customer relationship management
- Reaching out and relationship building
- Keep close contact with the Business