Modernizing Back Office Operations:

The Power and Value of a True Shared Services Model

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What are shared services and what are the benefits?

Shared Services is a customer-focused organizational structure and service model that provides back-office support primarily to internal customers and eliminates redundant processes, systems, and organizations.
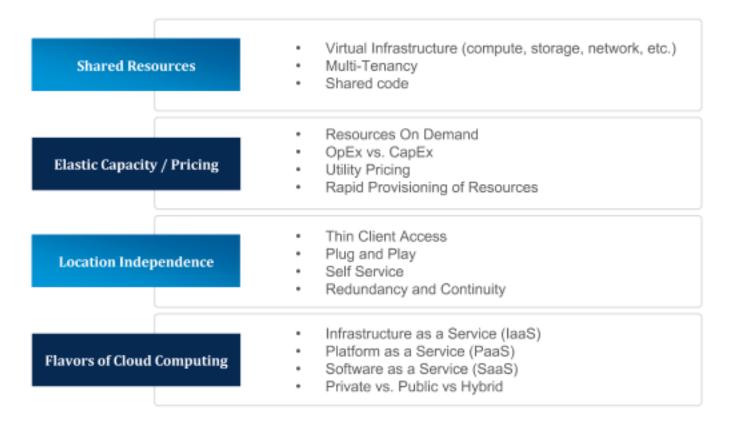
SHARED SERVICES ENABLES

- Standardization of processes and systems
- Increased levels of automation
- Increased efficiency
- Improved controls
- Enhanced and formalized service level targets and reporting
- Optimization of skills/capabilities

KEY SHARED SERVICES ATTRIBUTES

- Built upon standard processes, policies, and systems
- Focused on delivering service outcomes and meeting targets
- Transaction-based pricing
- Strives for continuous improvement
- Run as a separate organization

Core Characteristics of Cloud Technology

Shared Resources

- Virtual Infrastructure (compute, storage, network, etc.)
- Multi-Tenancy
- Shared code

Elastic Capacity / Pricing

- Resources On Demand
- OpEx vs. CapEx
- Utility Pricing
- Rapid Provisioning of Resources

Location Independence

- Thin Client Access
- Plug and Play
- Self Service
- Redundancy and Continuity

Flavors of Cloud Computing

- Infrastructure as a Service (IaaS)
- Platform as a Service (PaaS)
- Software as a Service (SaaS)
- Private vs. Public vs Hybrid

A Software Robot should be thought of as a 'Team Member'

Find a repetitive task and use a 'bot' to automate it

WHAT IS ROBOTIC PROCESS AUTOMATION

Mimics Human Interaction of repeatable tasks

A computerized 'workforce' managed by humans

Can interact with various applications with limited IT involvement

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Simulates Human Operations by automatically accessing systems, accessing and manipulating data, and entering appropriate data into systems

Intelligent software that is rules- based and allows rapid entry

Allows for completion of high-volume, repeatable tasks with accuracy

Setup and managed by Operations (not IT) using easy to use diagrammatic tools

Can complete multi-step tasks using various systems

- Can operate around the clock
- Full tracing and logging of every action
- Can mimic thousands of human operators
- Order of magnitude reduction in error rates
- It provides the underlying infrastructure; Operations runs the process
- Bots' are created and trained by humans
- Allows teams and departments to control and implement automation
- Can create significant economic benefits relative to domestic labor