



Presents

14TH ANNUAL GCC & ENTERPRISE SERVICES CONCLAVE 2025

**'COMPANIES OF EXCELLENCE GO THE EXTRA MILE
TO ACHIEVE WHAT'S DISTINCT AND VALUABLE'**

EXCELLENCE AWARDS & RECOGNITION 2025

Award Entry - Information Requirements

OUTSTANDING GCC/ GBS / ER&D

INDIA SERVICING

Tell Us About Your Journey...

LAST DATE TO SUBMIT THE APPLICATION: JULY 25, 2025

3. AI if deployed, share major use cases, number of Bots deployed:

4. Any Functional Tools deployed

5. Any AI/ ML Deployment, if Yes, share the tool name and Use cases: _____

Select the Function(s), which is/are covered by your GCC/GBS/ER&D:

- Finance & Accounting (F&A)
- Human Resources (HR)
- Supply Chain Management (SCM)
- Operations
- Customer Lifecycle Management (CLM)
- Information Technology (IT Services)
- Product & Engineering Service
- Any other, please specify: _____

Customer information - Scope of GCC

Number of business units served _____

Number of employees served _____

Number of locations served _____

(i) Local _____

(ii) Other Countries _____

What is your current maturity of GCC and what's the expansion plan?

E.g. Adding New Businesses/ Services/ Functions/ Geographies etc

What are the key components of your strategy for next 18-24 months?

E.g. AI COE/ Innovation Hub/Analytics COE etc

Part 2: For In-house Business Services Organizations (GCC/GBS/SSC/ER&D, IT Services): (80 Points)

There are SIX sections. For each section, please submit information through either a write up or a few slides. If there is a document collectively dealing with all sections, it can also be submitted. Also add relevant artefacts for each of the section for strengthening your application.

1) STRATEGY & VISION

- Provide a brief overview of **vision and strategic thinking/business objective** for exploring and adopting GCC/GBS/ER&D strategy. What is the level of corporate sponsorship?
- Please provide the **journey of your GCC/GBS/ER&D** covering - why, what, when, phasing, how, methodology, brief implementation plan, governance.
- What kind of **strategic impact** has been created by your GCC?

2) CUSTOMER ORIENTATION

- How do you focus on 'customer experience' - both Internal and External? Can you share the Metrics? What kind of Customer Self Service has been enabled?
- How do you educate customers to transition from old state to new state and build visibility to 'flow of processing' to internal/ external customers?
- Describe the GCC's client relationship/service management model covering (but not limited to):
 - Key Performance Indicators (KPIs), SLA Management, frequency of reporting, communication
 - Sharing & Review of Performance with Customers & Senior Leadership

3) PEOPLE & CHANGE MANAGEMENT

- Please describe people management strategy (including redeployment if any), Development Assignments, Re/ Up skilling, Talent Review, Promotions and Retention. What other tools/processes do you currently employ in respect of People i.e. surveys, Recognition, Performance Management
- How do you build a value story for people?
- Share current org structure, Head count at each level, and profiles of top 3-5 leaders of GCC
- Please share the attrition % and Salary Inflation % for last 2 years

4) PROCESS ORIENTATION

- What is the level of documentation - Flows/Maps, Operating Procedures, Compliance/Control and Checklist to enable operations? How often are these really updated? How are queries/deviations tracked/ monitored for resolution/ closure?
- How do you connect GCC performance to enable business metrics? What is the %age mix of automated/ manual metrics?
- State some key process improvements implemented and the plans for future. How do you measure the value of completed projects? What are some of the quality models deployed to make this happen?

5) AUTOMATION & KNOWLEDGE MANAGEMENT

- What are the specific tools/ technology solutions being deployed?
- Share a few success cases of Digital Transformation and current maturity of Tech Integrated Services
- What kind of Knowledge Management approach is adopted in terms of collection, sharing, usage, retention, access, storage and retrieval of information and knowledge?

6) VALUE CREATION

- Share specific examples of tangible value delivery (financial/non-financial) by your GCC/GBS/ER&D
- How have you communicated the value story of GCC to relevant stakeholders? Share examples of value story confirmation (updates/ mails/ testimonials from customer)
- To what extent has your GCC moved up the value chain? Describe the maturity level of your GCC. How do you compare the GCC operations with any global standards or practices in respect of service offerings, technology & automation etc.
- What is the role and platform for innovation in identifying opportunities for value creation?

TEAM SSF GLOBAL WISHES YOU THE VERY BEST!