



Presents

14TH ANNUAL GCC & ENTERPRISE SERVICES CONCLAVE 2025

SSF EXCELLENCE AWARDS & RECOGNITION 2025

Award Entry - Information Requirements

**SUCCESSFUL LAUNCH OF GCC/GBS/ER&D/OFFSHORE
DELIVERY UNIT THROUGH IN-HOUSE OR OUTSOURCED OR
HYBRID STRATEGY**

Tell Us About Your Journey...

LAST DATE TO SUBMIT THE APPLICATION: JULY 25, 2025

Part 1: General Information (20 Points)

Organization

Name of Organization _____

Locations of GCC/GBS/ER&D _____

Head Quarters Location _____

Your Name _____

Your Title _____

Your Email Address _____

Telephone # Landline - _____

Mobile* - +- ____-____-____

Select the Domain(s), which best describes your business:

(Please select one for Single Domain and specify more for Multiple Domains)

- Automobile
- Banking Financial Services & Insurance
- Diversified -Multiple Domains (Please indicate domains)
- Engineering
- Fast Moving Consumer Goods
- Manufacturing
- Pharmaceuticals & Health Care
- Retail
- Telecommunications
- Other, Please specify: _____

Global Business Services (GBS)/ Global Capability Center (GCC), Engineering, Research & Development (ER&D)

(Note: GCC/GBS/ER&D are interchangeably used in this document)

Locations of Centre (within India): _____
Please mention City/Cities

Operational Since (month & year): _____

Employee Head Count (Nos.) At the time of Start: Present:
(% to total functional headcount) _____

Any other recognition or awards received for GCC/GBS/ER&D: _____

Technology Landscape:

1. Share the ERP (version) Deployed: _____

2. Any other Tool if Implemented: _____

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: SUCCESSFUL LAUNCH OF GCC/GBS/ER&D/OFFSHORE DELIVERY UNIT THROUGH IN-HOUSE OR OUTSOURCED OR HYBRID STRATEGY

There are 4 sections. For each section, please submit information through either a write up or a few power point 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.

Please respond to the questions which are relevant to highlight the success of your Business Services strategy.

1) SHAPING & EXECUTION OF BUSINESS SERVICES STRATEGY THROUGH GCC

- Please provide a brief overview of vision and strategic thinking/ business objective or the trigger for exploring and adopting GCC as a Business Services strategy/ Business Case. What is the level of corporate sponsorship? How does GCC fit into the overall plan for business excellence or transformation?
- Describe the broad framework behind Business Services strategy - why, what, when, phasing, how, methodology etc.,
- Please share how the strategy has been executed over the period (brief implementation plan) for example, how have processes been migrated to GCC?
- What kind of strategic impact has been created by GCC? Is this a Functional strategy or Organizational strategy? Please share how the GCC strategy benefited for extension beyond one Function?
- Do you have a hybrid model for some processes in the same function(s)?
 - If yes, please share details and describe how they are managed or governed?
 - If not, describe how your strategic intent is evolving on outsourcing operations?
- Please share the governance mechanism and review process adopted for GCC
- Please share your approach for BCP (business continuity planning) and DRP for GCC.

2) PEOPLE & CHANGE MANAGEMENT

- Please describe what kind of resistance has been faced - which area did it come from? How change management is handled in the GCC and the key impacts therein on people, customers, service and cost.
- How do you build a value story for people? Please describe people management strategy (including redeployment if any), Development Assignments, Re/ Up skilling, Talent Review, Promotions and Retention
- Give the current organization structure, Head count at each level, % GCC Head count to total function, and profiles of top 3-5 leaders of GCC
- What specific steps you took or take in developing your communication program? For example, communication challenges, key messages, channels, feedback mechanism.
- What other tools/processes do you currently employ in respect of People? For example, Employee Self Services, Employee engagement surveys, Performance Management, Recognition, Training & Development, etc.

3) PROCESS ORIENTATION

- What is the level of process documentation - Flows/Maps, Operating Procedures and Checklist to enable operations? How often are these really updated?
- How do you measure the processing performance like turnaround time (TAT) and incidence of errors (accuracy)? How has this improved over a period of time?
- What kind of process checklist is used to check for input/output quality, compliance/control and ensure correctness/ timely processing? How are queries/deviations tracked/ monitored for resolution/ closure?
- How do you monitor metrics for performance as well as customer communication? What is the %age mix of automated/ manual metrics? How do you connect GCC performance to enable business 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?

4) AUTOMATION

- Please explain the level of automation you have in your GCC. What are the specific tools/ technology solutions being deployed?
- What are the linkages established between the technology implementation and overall Business services strategy to enhance customer service, customer experience and value creation?
- How do you think GCC automation will impact your Operations and Customers over the next 3 years?

TEAM SSF GLOBAL WISHES YOU THE VERY BEST!

Thank you for sharing with us your journey! All submissions will be treated as highly confidential and used only for the purpose of evaluating the submissions.