

The 3rd ASEAN Conference 2022

Empowering and Enhancing Sustainability of ASEAN Business





Readiness of ASEAN CPAs in the Post-Pandemic Era

7 October 2022

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from

to

Services

SHARED SERVICES MATURITY CURVE **Multiple Functional Global Shared Services Global Business Services Functional Shared Services Business** Shared Services Focus LEVEL 1 Centralization & Standardization LEVEL 2 Optimization & Simplification LEVEL 3 Value Creation Transitioning Business functions and associated Processes are evaluated and Scalable operating model set up **Organizational Focus** processes are centralized to changing needs of customers rationalized Performance metrics and KPIs are Customers are provided with SSC organization is integrated developed to track efficiencies of into the company's value chain performance reports Shared Services Shared Service Centers (SSCs) · Offerings and associated Culture of continuous Self-service delivery channels are infrastructure and processes are improvements (e.g. Lean Six simplified established Sigma) SSC organization and technology Simplification of technology SSC organization is focused on **Global Business** infrastructure are designed and solutions and reporting tools creating value for the enterprise; Outsourcing model employed for implemented SSC organization is simplified to nonvalue creation activities create a more efficient operating model Transaction Focus Level of Maturity Process Centric **Global Business** Shared Services Services

Source: Wipro, Partnering for Success: Transitioning from Shared Services to Global Business Services

(https://www.wipro.com/consulting/partnering-for-success--transitioning-from-shared-services-to-gl0)

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Key findings from Deloitte's 2019 Global Shared Services Survey Report





Source: Deloitte, 2019 Global Shared Services Survey Report (https://www2.deloitte.com/content/dam/Deloitte/us/Documents/process-and-

operations/2019-global-shared-services-survey-results.pdf)

What are preferred locations for SSCs (based on industry)?



Source: Deloitte, 2021 Global Shared Services and Outsourcing Survey Report

(https://www.deloitte.co.uk/sharedservicesconference/assets/pdf/deloitte-uk-gx-2021-global-shared-services-report.pdf)

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ASEAN Federation of Accountants

Thank You ขอบคุณ