

# Realizing Business Value by Transforming Corporate Functions

Our Stellar Track Record and Journey of Delivering Value to Clients

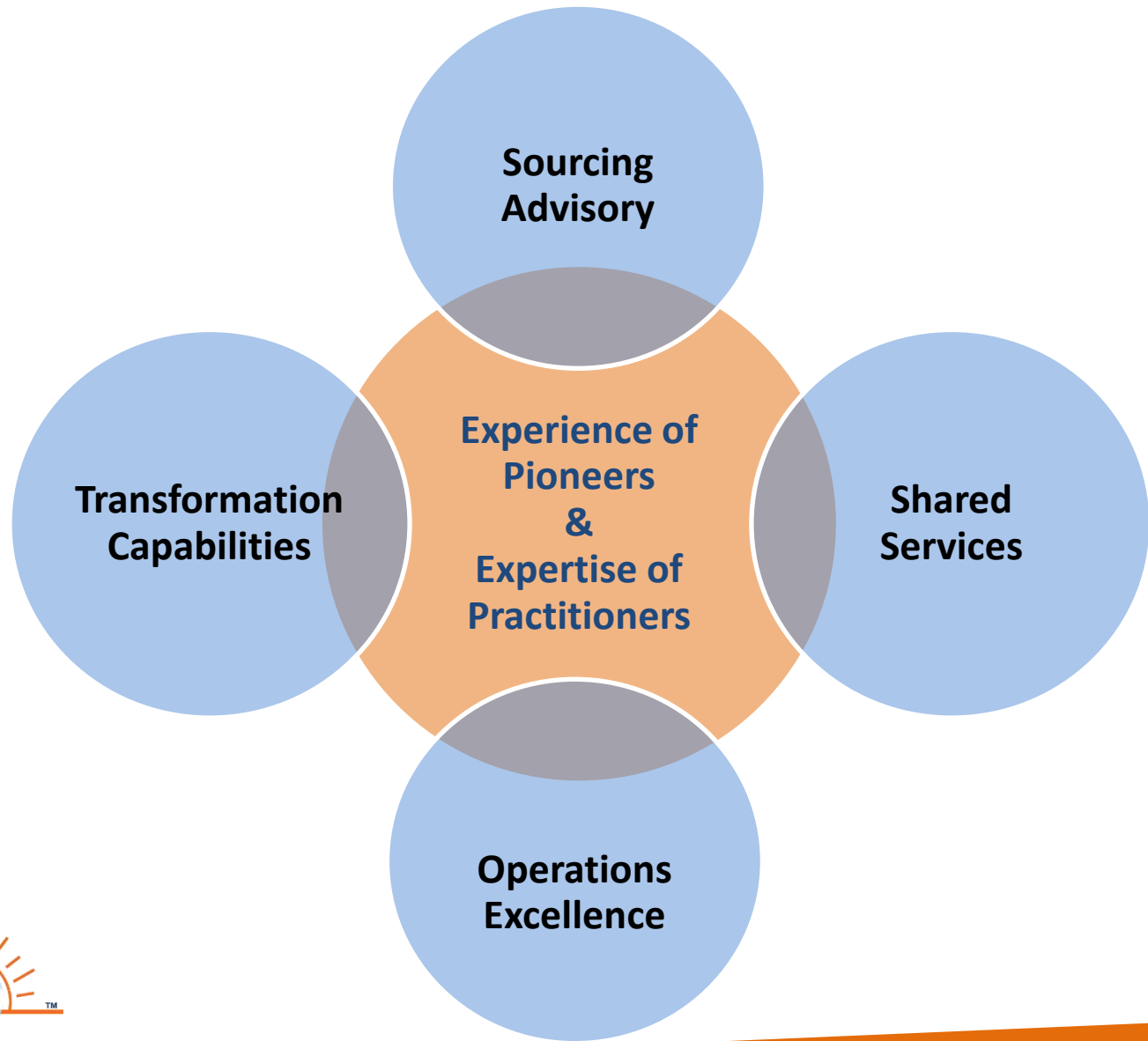
Corporate Overview



Realizing Business Value

# Business Services is in Our DNA ... ...with a Focus on Customer Context, Transformation Centricity & Value

## Wide Range of Services



## We are a Resultants Team Our Mantras

**BP to BP:**  
Business Process to  
Business Performance

**BIC to BIC:**  
Best in Class to  
Best in Context

**3 Es:**  
Efficiency, Effectiveness,  
Experience

# We Consolidate/Carve Out to effectively combine Business Services Operations with Transformation...offering end-to-end Solutions for Value Delivery

**RvaluE Group is a Global Business Services organization, transforming support functions through end-to-end solutions covering New Age strategies, Dedicated Captive Operations, Industry Best practices, and Process & Tech Capabilities**

## Advisory & Execution

2005

Founded by Pioneers and Architects for India's 1st global offshore captive shared services in mid-90s, Offer end to end enterprise services strategy & business process transformation solutions including redesign & consolidation to realize business value.

## People & Leadership

2006

Niche comprehensive services and solutions for Talent Development & Capability Building (Individuals/ Organization). Offer Customized Workshops, Training Curriculum, e-learning, Executive Coaching & Leadership Mentoring

## Shared Services Forum

2011

SSF is an interactive platform for GBS industry experts from diverse business ideate & synthesize. Offer Thought Leadership with focus on Industry Frameworks / Models Research, Events, Publications, Journals, Benchmarks & Excellence Awards`

## Dedicated Captive Ops

2019

Offer Differentiated & Innovative Solution under Quintes Global through Dedicated Captive (D-Cap) Operating Model for Corporate & Support Functions with Exclusive Unit for Processing Operations for each Client combined with Business Services Capabilities as a Super Captive ensuring Scale Benefits & Value Delivery.

- ✓ **Over 2 Decades of Unparallel Global & India Experience...**
- ✓ **Pioneers & Entrepreneurial...Practitioners & Hands-on Professionals**
- ✓ **Processing Operations as a Pre-requisite for Transformation & Business Impact**
- ✓ **Technology Implementation, Optimization, Capabilities & Services**
- ✓ **Thought Leaders with curated and well-established Models & Frameworks**
- ✓ **Trend Setters of Industry Next Practices**

# We focus on Value Creation Across All Services... as our metrics demonstrate

15

SSC Set up & Operations

USA, UK, Europe, Middle East, Asia Pac

40+

Learning Initiatives

SSC/ GBS/ BPO/ Corporations

60+

Clients under Various Models

Captive, BOM, BOT, JV, GBS, BPO

150+

Participating Global & India Centers

In SSF Events, Research, Journals, Interactions

6+

Process Expertise

F&A, HR, SCM, IT, CLM & Ops

20+

Multiple Domains

Manufacturing & Services

130+

Captive Ops & Transformation

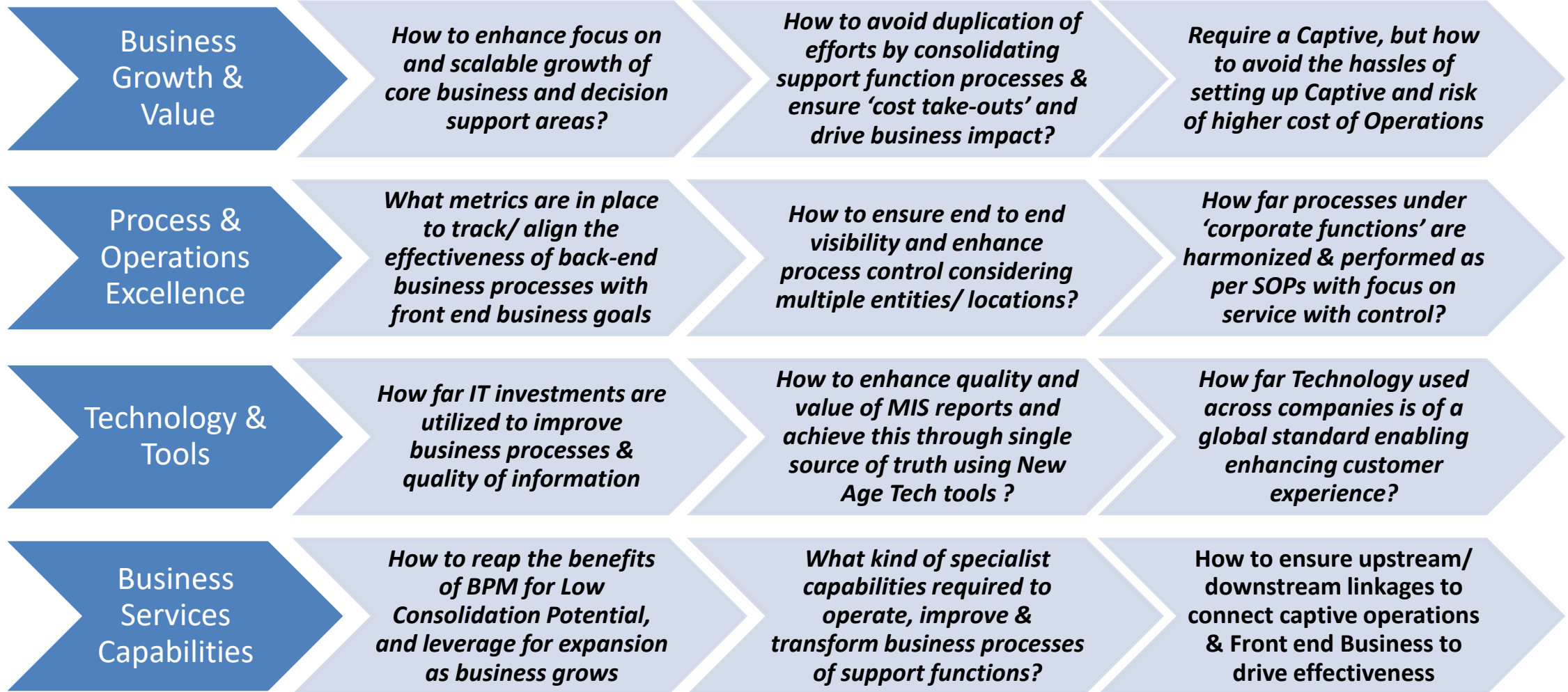
20% to 50% Saves  
~US \$ 400 Realized

5000+

Positions Transitioned

Revenue Equivalent  
~USD 70Mn

# We are conversant with Requirements & Opportunities in BPM\* for Corporations



\*Business Process Management

**Calls for 'Best-in-Context' Partner & Transformation Journey for Corporate functions**

# Our Key Differentiators enable India & Offshore Business Services...

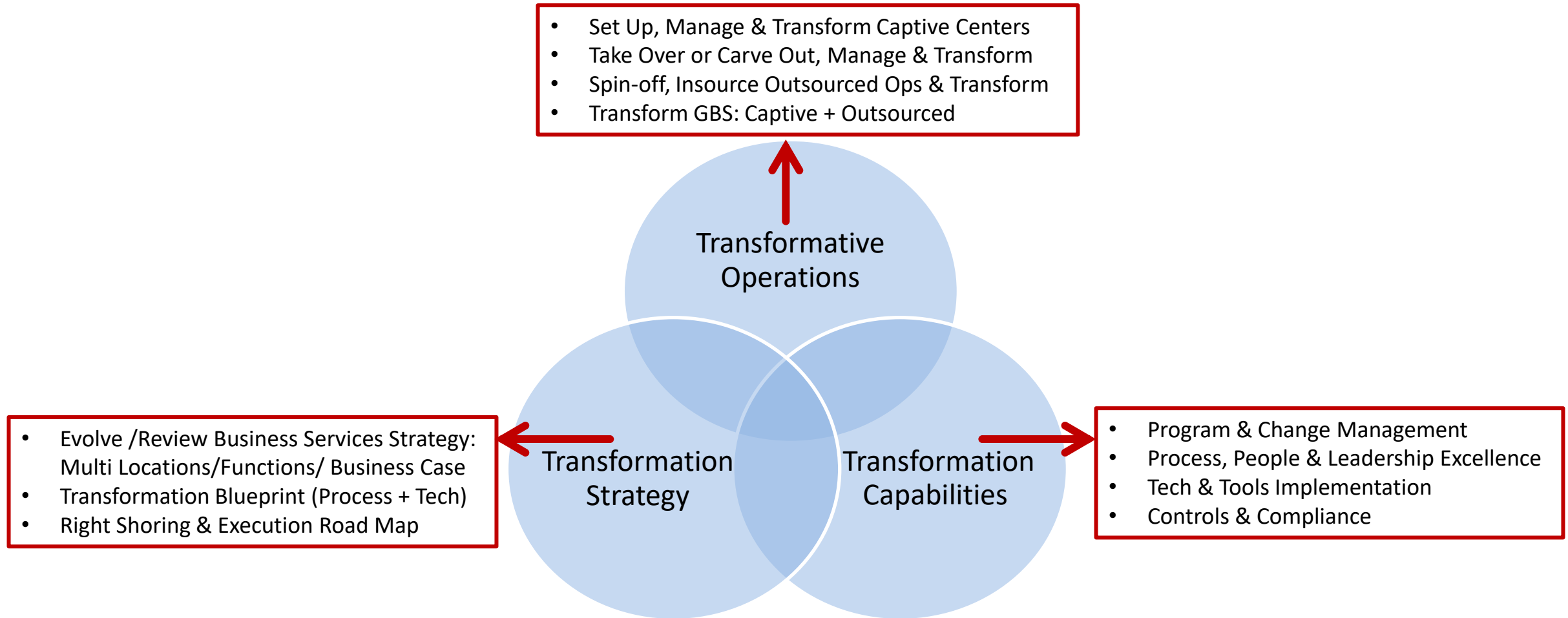
...to provide differentiated and customized solutions to Client Corporations

<b><i>Comprehensive Business Services Experience</i></b>	<ul style="list-style-type: none"><li>▪ Solid Business, Finance &amp; Global Business Services experience in Manufacturing &amp; Services Industries</li><li>▪ BFSI, Food &amp; Facilities , Apparels &amp; Garments, Retail, Pharma, Automobiles, FMCG, Consumer Durables...</li><li>▪ Integrated Focus on Program Management, Leadership &amp; Organizational Capability Development</li></ul>
<b><i>Onshore + Offshore Coverage</i></b>	<ul style="list-style-type: none"><li>▪ Pioneering experience in Captive off shoring of business processes – multiple centers / multiple entities</li><li>▪ Exposure to Global /India Corporations &amp; GICs*/SSCs across the globe: Americas, EMEA, JAPA, MENA regions</li><li>▪ Onshore/ Offshore E2E Transformational Process Capabilities with Optimization of ERP/ Add-on Tools/ RPA</li></ul>
<b><i>Strategic Advisory &amp; Expertise</i></b>	<ul style="list-style-type: none"><li>▪ Strategic Blueprints for Business Transformation, Advisory on In-sourcing /Outsourcing / Benchmarking / M&amp;A</li><li>▪ Certified by Carnegie Mellon University, USA for eSCM Assessments , Implementation &amp; Enhancements</li><li>▪ Expertise in Multiple structuring models: Captive/BPO, BOT, JV, Spin Off with Expansion &amp; Future Readiness</li></ul>
<b><i>Execution &amp; Operations Focus</i></b>	<ul style="list-style-type: none"><li>▪ Implementation Partnership for Business Process &amp; Tech Blended Solutions including Optimization</li><li>▪ Proprietary frameworks - focus on strategic execution including Service Delivery &amp; Process Transformation</li><li>▪ Scope, Set Up, Operate &amp; Excel through Dedicated Captive Operations for Mid to Large Clients</li></ul>
<b><i>Team of Experienced Professionals</i></b>	<ul style="list-style-type: none"><li>▪ Professional team with Practitioners, having more than Two decades of Business Services experience</li><li>▪ In-depth Business Process to Business Performance experience with Global MNCs / India Companies</li><li>▪ Industry Ecosystem for Knowledge Dissemination thro' Shared Services Forum with Best in Context practices</li></ul>
<b><i>Collaborative Value Delivering Association</i></b>	<ul style="list-style-type: none"><li>▪ Integral One Team for Clients - Delivering tangible value to clients, Collaborating for execution</li><li>▪ Long Term relationships with Clients as 'extension of organization' in the Business Services Space</li><li>▪ Trend of repeat business from clients through Senior Leadership commitment to realize value</li></ul>

\*GIC – Global In-house Centre



# We drive Transformation Centric Journey in Business Services in 3 connected ways...



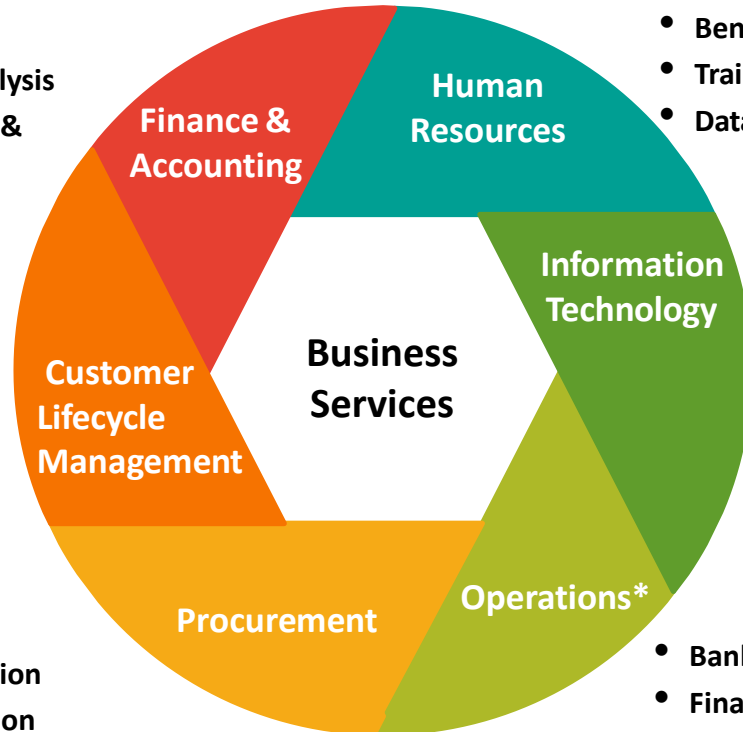
**All efforts to focus not just on Process but on Business outcomes & Value Delivery**  
**Transformative Captive Ops - KEY to Execute Strategy & Capabilities to Co-create Value with Business**

# We have the expertise of Business Services Operations in Multiple Functions and Manufacturing & Services Domains

- Accounts Payables & Receivables
- Treasury Ops
- Travel Expenses
- Accounting & Reconciliation
- Closing & Reporting
- Taxation & Compliance
- Financial Planning & Analysis
- Data Insights for Growth & Profitability

- Customer Interaction
- Sales Management
- Customer Acquisition
- Customer Help Desk & Retention
- Customer Collections
- Customer Master & Data Management
- Analytics/MIS

- Need Recognition
- Source Option identification
- Price and Terms negotiation
- Purchase Requisition
- Purchase Order
- Invoice Approval
- Vendor Management
- Contract Approval
- Spend Analytics



- Recruitment and Selection
- Payroll & Comp.
- Employee Lifecycle & Data Management
- Performance Management
- Benefits Administration
- Training & Development
- Data Analytics

- IT Procurement & Assets Mgmt.
- Application Development & Management
- Infrastructure Management
- Data Centre Ops
- Network/ Help Desk Support
- Resource Optimization
- IT Analytics

- Banking
- Financial Services
- Insurance
- Card & Travel
- Healthcare
- Telecom
- Retail
- Analytics

\*Specific to Domain

## Domains covered...

(Manufacturing & Service Industries)

- Financial Services
- Card Travel
- Pharma
- Insurance
- Banking
- Apparel
- Plantations
- Retail
- Telecom
- Textiles & Yarn
- Chemicals
- IT Services
- Auto
- Alco Beverage
- Industrial Products
- Food Services
- Facilities Management
- Media & Entertainment
- Agricultural Equipment
- Packaging
- Infrastructure
- Diversified



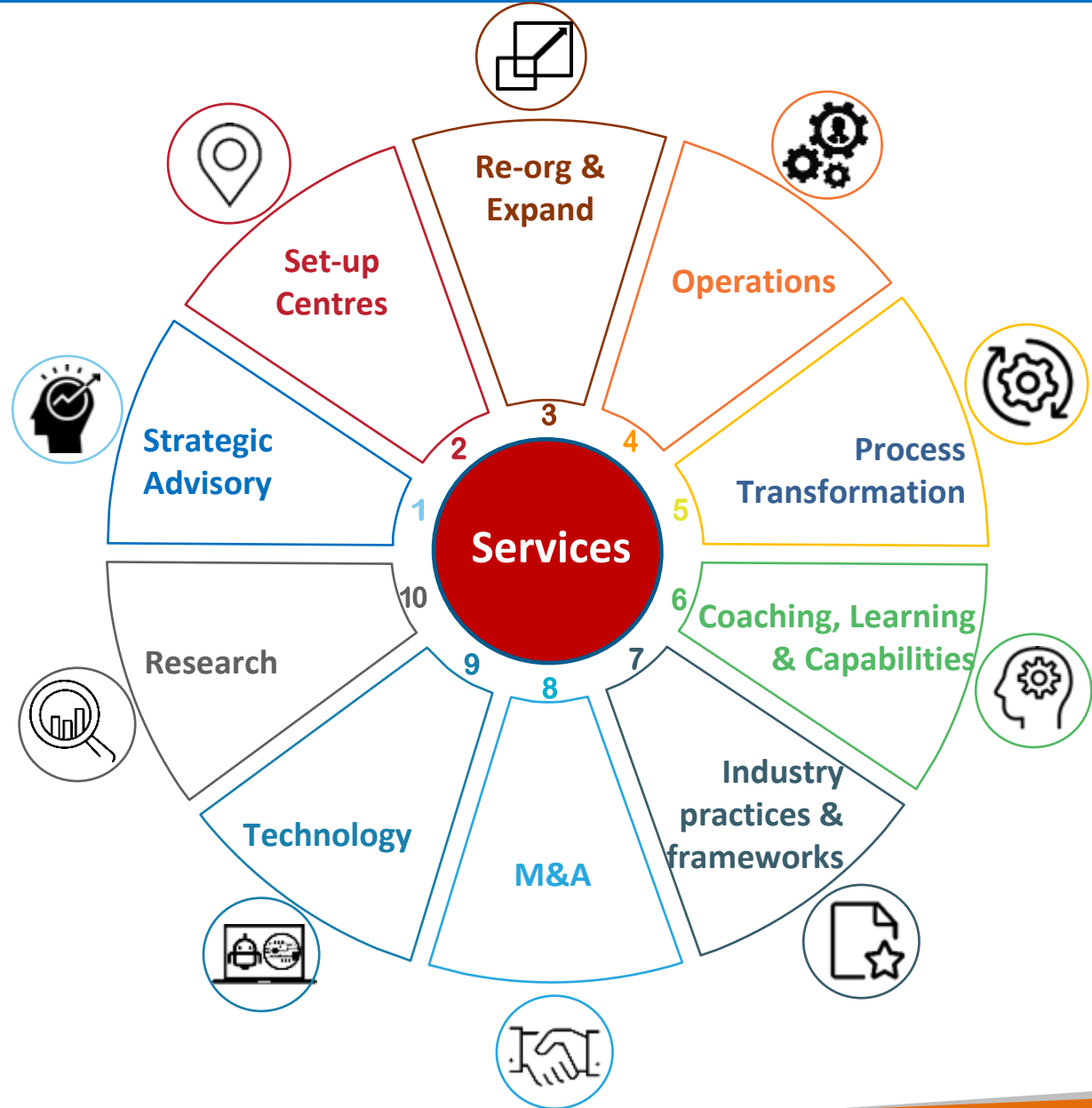
# We have delivered a spectrum of services across Business Services Lifecycle Management and across Segments, with focus on Outcomes

## Three Segments

Global Business Service Centers - Set up, Carve Out, Expansion & Value Delivery

India to India Corporations & Shared Services Centers

Overseas to India Corporations & Operations Centers



## 3 E's as Outcomes

Process Efficiency

Service Effectiveness

Customer Experience

# We have Rich Captive Operations Expertise across Three Segments of Business Services

## GIC / GCC Operations

- Pioneered Offshoring as part of Global Executive Team, set up Captive F&A Ops Centre in Delhi for JAPA, Americas & EMEA servicing 30+ countries
- Set up & Managed Centers of Excellence & Centre of Expertise and ensured Charge-outs
- Achieved Process Efficiency & Effectiveness thro Global Process Ownership, Tech Optimization, Operational Excellence, Cost Save/Biz Impact
- Leading Global Accounting Operations and Sox Compliance for Balance Sheet USD 160Bn
- Implemented Charge-out for BOT Operations (6 Centers - 7000+ FTEs), driving cost save potential
- Exposure to GIC Best Practices through SSF
- Reviewed multi-geography Global Business Service Centres in Banking Operations, F&A, IT of a leading European Banking Major & enabled cost take-outs & restructuring for value delivery
- Deliver Committed Efficiencies/ YoY Cost saves

## India to India Operations

- 4000+ Headcount positions transitioned, consolidated, and operations stabilized.
- Shared services center operations from ~50 FTEs to 400 FTES across functions with mix of existing people, new hires, redeployment
- SSC Ops for Listed Companies with multiple entities in India and across the globe
- Detailed Process Documentation & metrics orientation, including Tent Cards for efficient processing, process training, SLA reporting
- Implemented Workflow Tools from scanning to processing to document management
- Dealt with processing operations on major ERP Systems – SAP, Oracle, People Soft etc.,
- Implemented for SSC, Leadership, Team - SSC orientation, 360° feedback, learning path, development inputs, Service & Performance Management for effective operations

## Overseas to India Operations

- Offshored across continents – Australia, Japan, Americas, UK & Europe for processing including 8 foreign languages – from start to 1000+ FTEs
- Transitioned in phased operations, US Health-care processes from 40 FTEs to 200+ FTEs
- Set up exclusive entity centers for ~50+ FTEs to 200+ FTEs with scalability in infra and Ops
- Review onshore operations and executed E2E process changes, improvements /reengineering
- Set up 'business continuity' Ops for high impact processes for 30+ FTEs from Sri Lanka to India
- Aligned India shared service operations with Global HQ requirements and practices
- Ensured Data Security / Data Privacy / Data Analytics for data sensitive processes
- Moved from 'country-based to process-based' organization with seamless service delivery
- Delivered Value added services with cost saves

**Focus beyond People/Process /Tech Capabilities to Business Outcomes & Value Delivery**  
**Transformative Captive Ops - KEY to Co-create Value with Upstream Processes & Business Units**

# Two Decades of Business Services Experience, Expertise & Capabilities Leading to Dedicated Captive (D-Cap™): A Differentiated Operating Model

Based on **specific demand from Clients** with consolidation/ carve-out potential of **~100 to 500+ Headcounts**

## Transformation Centric Operations (TCOps)

**Segregated Operations**

Separate Legal Entity to Host Ops, People\* & Delivery

Team with Captive Centric Mindset & Capabilities

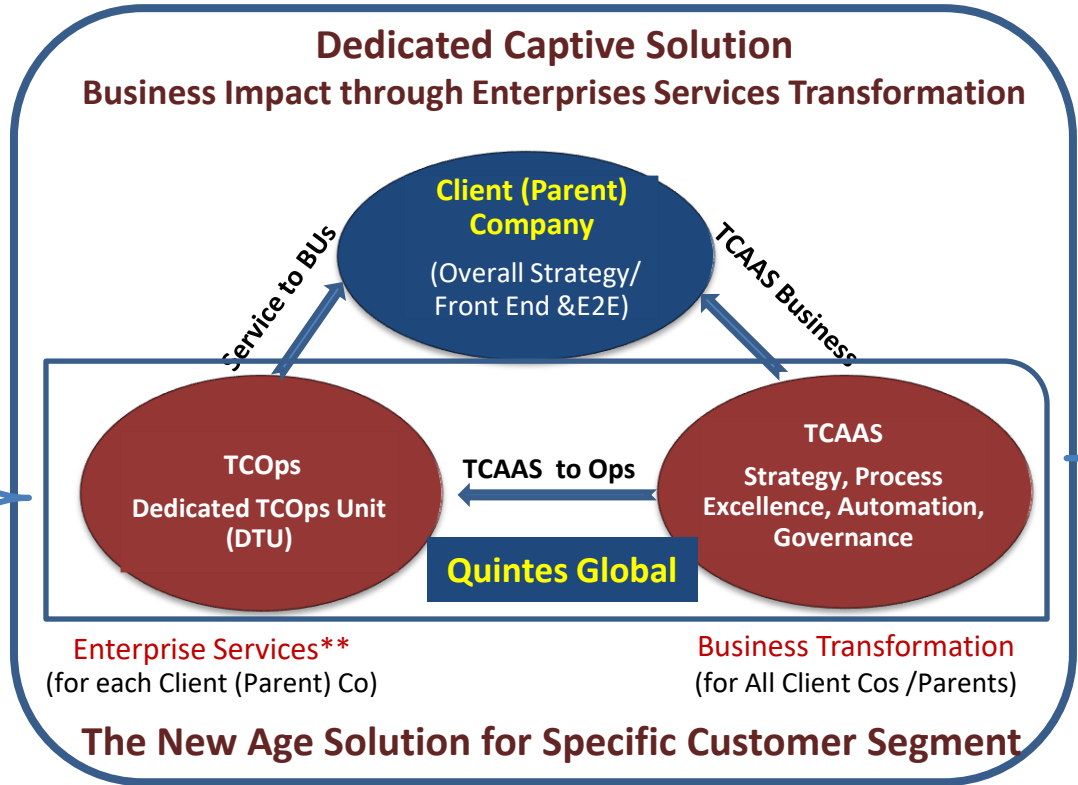
Linking Operations to Upstream & Downstream

EBIDTA Impact focus to Parent Company

\* Blend of Experienced & New People as required

Under our Venture **QG QuintesGlobal**  
Co-Creating Value | Simplifying Tomorrow

D-Cap has TWO Interconnected Components



\*\* For Enterprise Support Functions like F&A, HR, Procurement, IT, Marketing, Analytics etc.,

## Transformation Capability as a Service (TCAAS)

**Aggregated Capabilities**

Customer Centric Contextual Transition

Capex to Opex: 'Pay-as-you-Use' Model for Tech & Capabilities

Ecosystem of Cutting Age Technology (AI/ML)

TCAaS as an offering For Front End Processes

**Consolidate / Carve-out Captive Processing Operations – Onshore or Offshore, to Operate, Transform & Co-create Value**

# We have recently carved out an existing Captive Unit as 'Dedicated Captive'



## Customer

- A very large Media Conglomerate with 4 listed Companies
- Past Service Provider - Inhouse Captive Centre for 6+ yrs
- Servicing contracts with all 4 Listed Companies to provide services, w.e.f. 1<sup>st</sup> Dec 2020
- Contracts signed directly with Clients with QG EBS as an exclusive center



## Partnership Specifics

- ~160 FTEs part of the Take Over unit and brought under the D-Cap Model
- 5 Year Contract with renewal option; 3 years lock-in
- Growth Potential exists for similar services like HR, Procurement etc., as an Extension of Clients for Business Services



## Operations & Services

- Services provided through separate legal entity, carried out from two locations – Noida and Mumbai
- Existing Staff of Past Service Provider given new appointments with 100% acceptance.
- Domain specific business process services relating to Finance & Accounting (F&A), SAP Support, etc.,



## Value Delivery

- Committed Productivity Saves, Implementation of Workflow and New Age Automation, Process, Service & Business Metrics tracking, monitoring, reporting and reviewing with Stakeholders
- Process Efficiency, Service Effectiveness, Improved Customer Experience.

**Set Up or Carve Out Captive Centers (~500 FTEs) Offshore or Onshore, to Operate & Transform under Dedicate Captive Model**

# RvaluE Group has an Eminent Board comprising Pioneers & Practitioners, Providing Strategic Direction, Execution & Outcomes



**Ravi S Ramakrishnan**  
Founder &  
Executive Chairman

- ❖ Founded RvaluE Group, CA/ICWA/ACS Entrepreneur since 2005. 40+ yrs of experience in Advisory, Business Services, People, Process & Technology Transformation across globe
- ❖ Commercial/ CFO Roles with Unilever, Murugappa Group, Eicher Group & Global Business Leader, American Express
- ❖ Many Recognitions: Global Asian of the Year 2021, Pioneer & Thought leader, Visionary CEO by CFO Magazine 2012, Mentor & Executive Coach in Global Business Services space



**Anand Maheshwari**  
President &  
Chief Corporate Officer;  
Founder – Quintes Global

- ❖ CA/CS, CFO turned Entrepreneur with 35+ yrs experience
- ❖ Pioneered Captive SSCs in India as part of American Express senior Leadership, Handled multi billion dollars' business transactions, led multiple global IT intensive projects and large/diverse teams across continents
- ❖ Set up and led one of the top 10 Legal KPO firms in 2000s
- ❖ Recognized for Strong and Astute Business Acumen across Industry domains- both in India and Internationally



**Rakesh Sinha**  
Executive Director &  
Chief Executive Officer ;  
Founder – Quintes Global

- ❖ 2 decades of rich experience across Advisory, Business Services, Process Transformation & Technology
- ❖ IT Graduate/ acquired management skills from IIM Calcutta, Authorized Evaluator for eSCM, CMU USA
- ❖ Co-Founded SSF, Co-Authored first-of-its-kind book on 'BPM in Global India
- ❖ Many Recognitions – Young Entrepreneur, India's Greatest leaders 'Most Promising Business Leader in Asia by ET, 2020



# Business Services: Operational Excellence & Capabilities...to simplify tomorrow

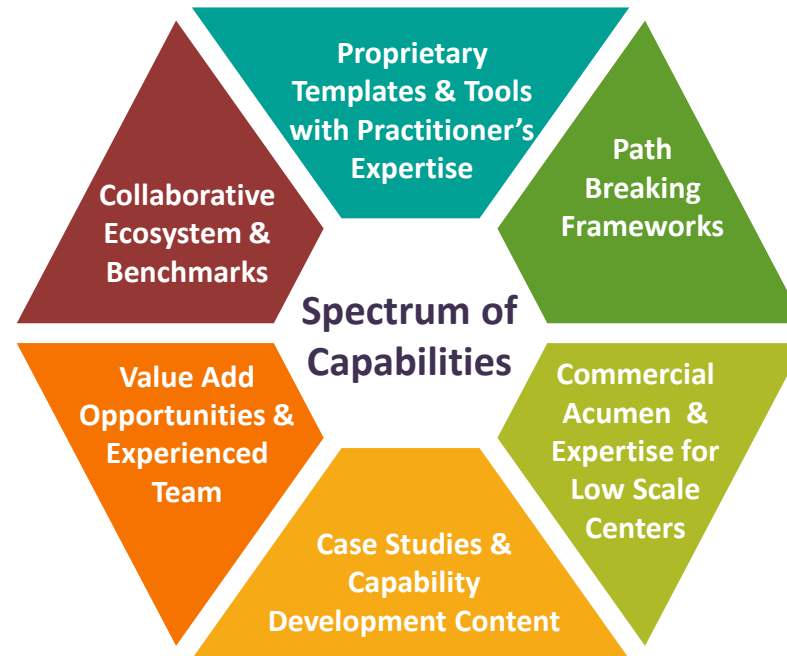
## Operational Excellence & Practitioners Expertise

Value Added Services

Functional Excellence

Brilliant At Basics (BAB)

## Business Services Capabilities



## Few Proprietary Tools/ Frameworks/ Models

### Process Assessment Matrix (PAM™)

Analysing Performance & Characteristic Parameters to classify Processes/Sub Processes to be brought under Shared Services (SSC)

### Consolidation Potential (PCP®/IBoP®)

Analyse and quantify work distribution effort required for processing in terms of full time and determine headcount for consolidation – Onshore/Offshore

### Business Process Perspective Interactions (BPPI®)

Interact, Establish and Identify; Requirements and Factors critical to enable directional alignment for strategic execution of initiatives

### Process Maturity Model (PMM)

Assess current process maturity level and enable a function or an SSC to 'move up the value delivery' to customers and stakeholders

### ACT Framework for GICs

Framework for Highly Effective Global Business Services (GBS) – 7 Tracks to enable Future Readiness

### 5 R Digital Framework

A holistic Framework for Top Management Agenda enabling organizations for a successful Digital Metamorphosis and transition

### Value Delivery Framework

Enabling SSC/ GBS to establish value story, value delivery & value potential thro' its operations supporting businesses, countries, functions across the globe

Three Rings of Services to Deliver Cost take Outs & Business Impact

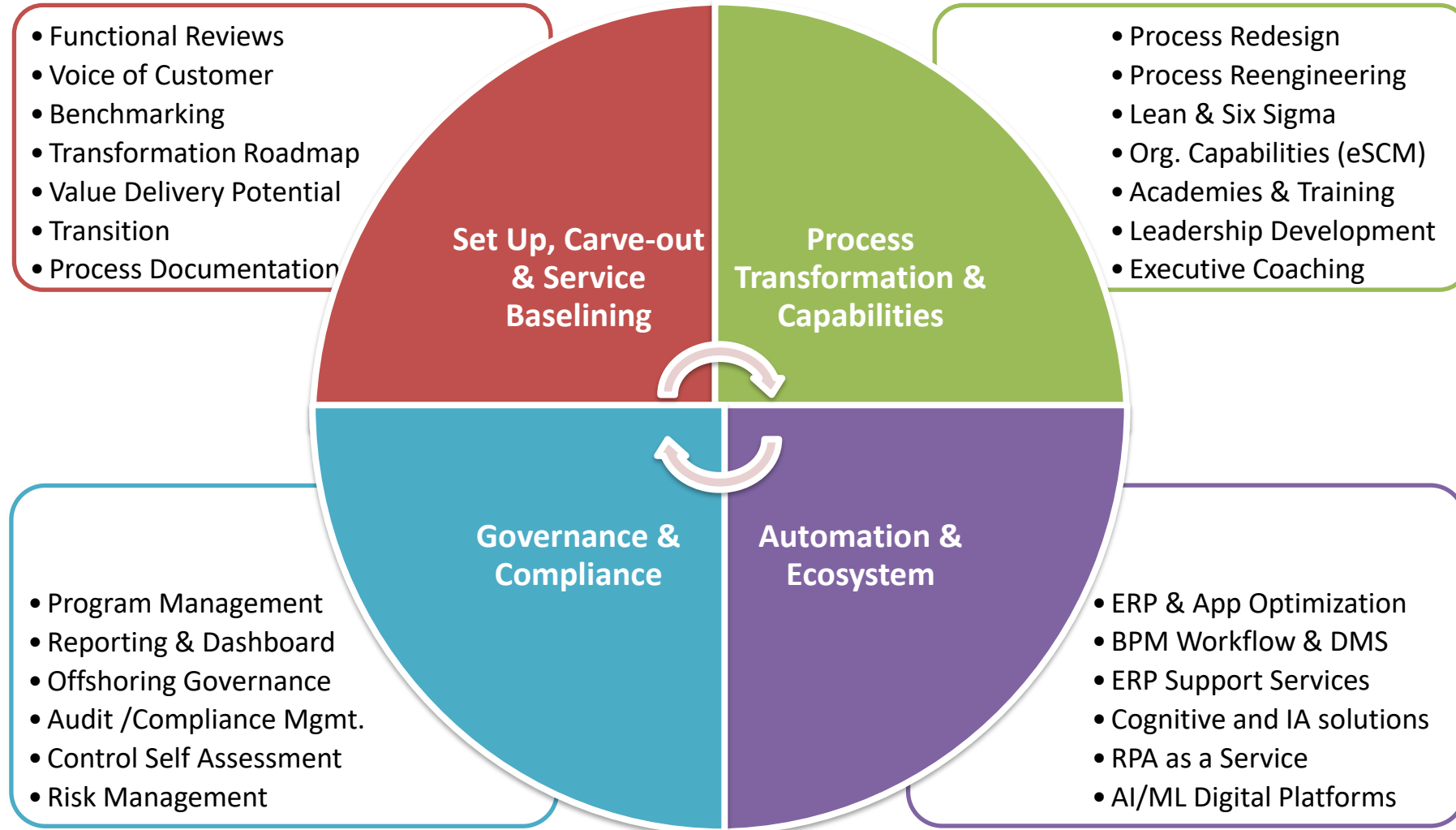
Connecting Upstream/ Downstream with New Age Tech Tools

Operating & Transforming Support Functions to Make Cost Centers to Value Centers



# We provide Transformation Capability as a Service: Major Service Mix

We have identified services under 4 broad categories to offer Transformational Capability as a Service  
Tap Opportunities to Transform & Automate End to End Processes under an Opex Model



**Services Offered to Overseas & India Corporations, D-Cap Centers, In-house GBS Centers & India SSCs  
to Deliver Value/ Business Impact**

# An overview of the spectrum of services delivered across Business Services Lifecycle Management

## Strategic Advisory

- Enterprise Functions Review & Strategy
- Enterprise Process Alignment with ERP strategy
- On shore & Offshore strategies
- SSC / GBS Review – Best-in-Context Solution
- Industry Benchmarks
- Sourcing Advisory & RFP Management
- Process Maturity Assessment
- Feasibility Assessment and Business Case
- Implementation Road Map & Phasing

## Set-up Centers

- Set up Shared Service Centers – Global & Local
- End-to-End concept to execution services and Program Management
- Solution Design – People, Process, Tech, Organization, Infrastructure
- As is and To be Process Documentation
- Process Transition, Dry run and Go Live Checklist
- Service Levels, Metrics and Dashboard
- Brown Field vs. Green Field Location Strategy
- Change Management

## Re-org & Expand

- SSC 2.0 & Maturity Levels
- Team Extension/ Co-location to Shared Services
- Operational, Governance and Service Frameworks
- Voice of Customer and Expansion Plans
- Robust Transition Framework & Methodology
- Value Delivery Assessment
- Value Added Initiatives
- Onshore/Offshore Linkages
- Third Party Readiness & Expansion

## Operations

- Well versed in multiple structuring models
- Dedicated Captive Model, Managed service centers
- Transformation Capabilities as a Service (TCaaS)
- Hand-holding Operations
- Operate as Extension of Client
- Role Alignment and Accountability Matrix
- Governance & Partner Delivery Management
- Stakeholder Engagement and Voice of Customer

## Process Transformation

- Across industries and major enterprise functions
- Process Redesign and Role Alignment
- Process Effectiveness through Automation
- Spin Off / Outsourcing (Offshoring/ Near shoring)
- eSourcing Capability Model & Industry Practices
- Lean & Six Sigma
- End-to-End Transformational Initiatives

## M&A

- Spin Off, Sale of Business Services Operations, Acquisitions in India and Overseas
- Opportunity Review/ Potential buyer/ seller identification
- Valuation Perspectives
- Sale Purchase Agreement closure
- Program & Delivery Governance
- Transition Management
- Due Diligence
- Pre-M&A process support and Post-Merger Integration

## Technology

- Technology Review and Enhancements
- Work flow, Add on Tools for Operations
- Tool Partner Selection & Implementation Governance
- Provide Tools for Operational Enhancements
- RPA/AI Review & Implementation
- ERP optimization (SAP, Oracle, etc.)
- Framework for Digital Metamorphosis & Execution

## Coaching, Learning & Capabilities

- SSC Orientation & Related Technical Training
- Individual Leadership / Capability Development
- Global Programs / Customized Leadership Interventions
- Curriculum Design & Learning Academy with eLearning Modules
- People Practices & Organization Capability Development
- Executive Coaching & Leader as A COACH
- 360° feedback & Learning Roadmap

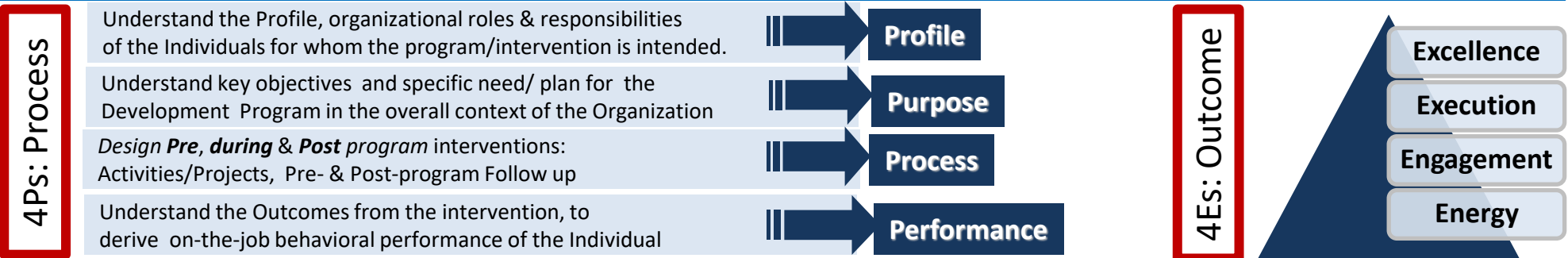
## Industry Practices & Frameworks

- Proprietary & Customizable frameworks to facilitate End-to-End Business Process Transformation
- Holistic focus to deliver Strategic and Operational Benefits
- Industry platform - BPM Leaders Community Circles
- Knowledge dissemination through Seminars, Conferences & Leadership Interactions, Research & Survey Reports, Journals etc.
- Excellence Awards for SSC/ GICs/ BPOs/ Leaders
- Site Tours for Information Exchange

## Research

- Latest trends & best practices for IT& BPM Landscape on GICs, India to India SSCs, BPOs & Indian Corporations
- Contemporary & Analytical research and disciplines critical to full life of IT & BPM Industry
- Practitioners View of Research for client specific requirements
- Collaborative Research
- Operating Models, Benchmarking Metrics for Cost, Performance & Risk

# Learning Initiatives & Capability Development Based on 4Ps and 4Es



- ### Individual Leadership Development
- Leader /Manager as 'A COACH' (Global Program)
  - Corporate Athlete<sup>®</sup> (Global Program)
  - Change & Impact Management
  - Influencing Skills & Conflict Management
  - Managing Self/Personal Effectiveness
  - Managing Remote Teams
  - Interpersonal Skills
  - Time & Priority Management
  - Managing Teams/ Managers
  - Situational Leadership
  - Rings of Life
  - Stakeholder Management

- ### Individual Capability Development
- Shared Services Orientation
  - Commercial & Business Acumen
  - Business Process Optimization (Lean and Six Sigma)
  - DEAL to Lead – Managing OPs
  - ERP/ WorkFlow Optimization
  - Integration Effectiveness (M&A)
  - Managing Budgets & Budgetary Control
  - Program/ Project Management
  - Business Performance Management
  - Analytical Skills & Metrics Management
  - Execution Excellence

- ### Organizational Capability Development
- Capability Development Design
  - Metrics for Staff Functions
  - F & A Academy
  - Commercial Acumen Templates Review
  - Business Process Consolidation
  - MIS & Performance Management Review
  - Lean & Six Sigma Projects Implementation
  - eLearning Modules
  - Building World Class Capabilities (SSC/ BPO)
  - Delivery Excellence (SSC/ BPO)
  - Business Partnership Excellence (SSC/ BPO)
  - Program Governance (SSC/ BPO)

Customization includes collaborative management for content design, material development, activities, case studies, practical applications & projects. Pre/Post assessment for learning & internalization to translate into results.

# Technology & Tools are an Integral part of our Services, Capabilities and Solutions

## Technology & Tools – Focus Areas

### In-house Applications

- Opportunity Assessment & Business Case
- Reporting & Dashboard
- Project Mgmt.

### Business Services Specific Automation Ecosystem

- Document Mgmt. System
- Workflow & Activity Monitoring
- Robotic Process Automation

### Ecosystem of NewAge & NEW to Business Services Technologies

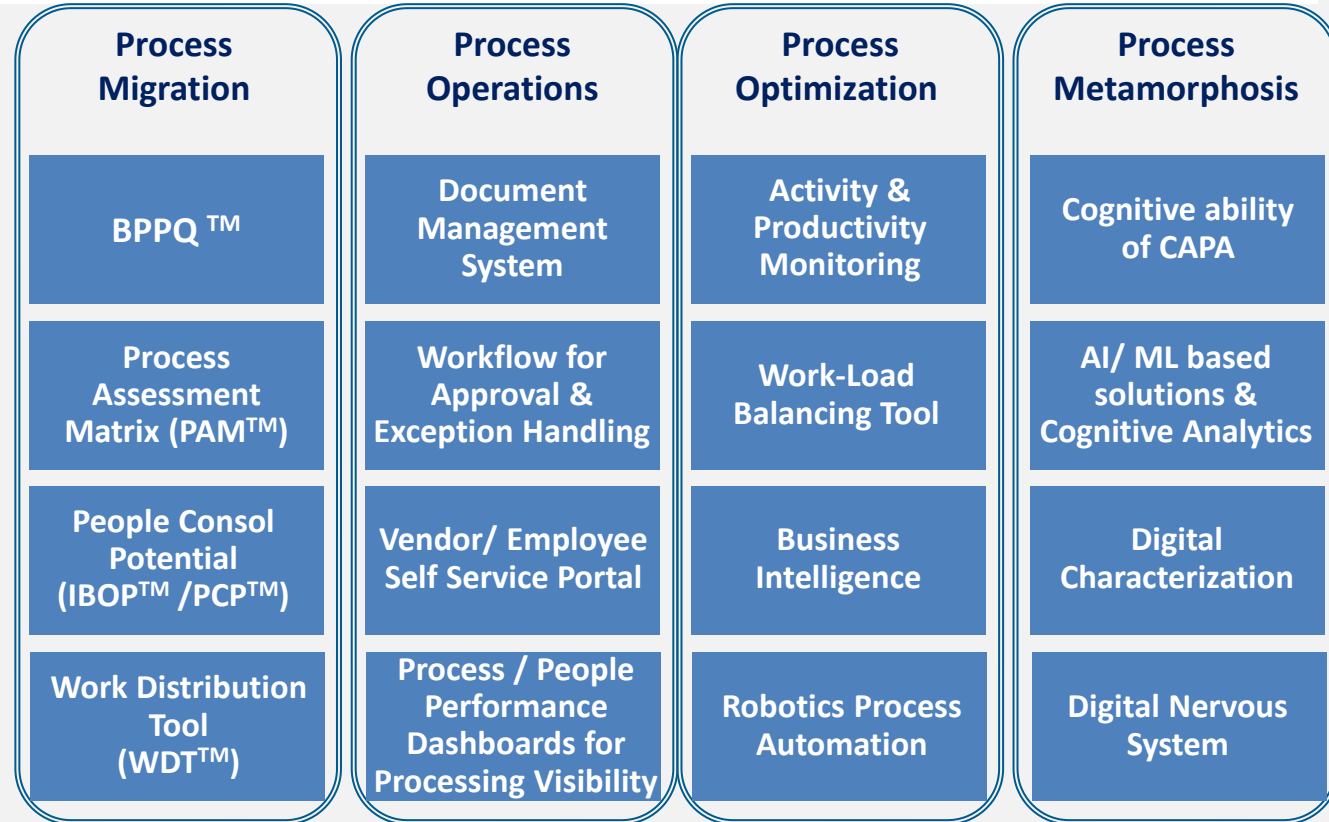
- Digital Nervous System
- AI/ ML based O2C/ Inventory System
- Decision Transformation

### Process Specific Tools for Value Extract

- Duplicate Audit Tool
- Close & Recs, Analytics Tool
- Human Capital Management

## Technology Levers

We bring in our Innovative Technology Levers to transform business processes across the process life cycle

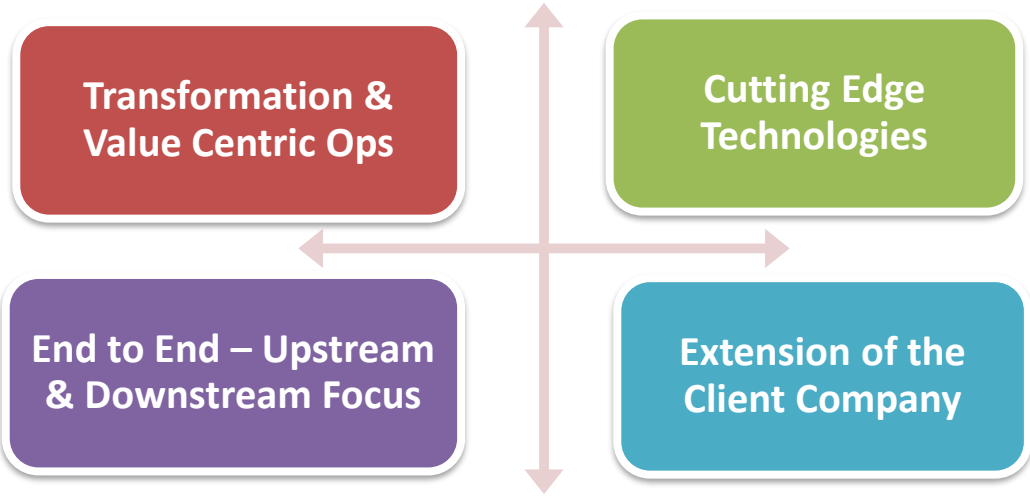


Utilization and Unlocking of Features of Core ERP | Experience and Expertise across all major ERPs

# The Key Benefits that we commit to our Client Corporations



## The Drivers



## Benefits to Parent/Client

<p><b>Exclusive Center</b> Segregated Ops for Consolidation/ Carve Out for ~100 to 500 Headcounts</p>	<p><b>Economies of Scale</b> 'Aggregated Business Services Capabilities Delivers Non-linear Benefits even for Low Headcounts</p>	<p><b>Value Delivery</b> Committed Cost Saves &amp; EBITDA / Business Impact with Upstream Linkages</p>
<p><b>Economies of Knowledge</b> 'One-stop-shop' for Expertise &amp; Ecosystem to Fast-track Transformation</p>	<p><b>Economies of Investments</b> Opex Based &amp; 'Pay-as-you-use' model for Tech &amp; Capabilities</p>	<p><b>Grow Your Business</b> Tools &amp; Analytics to Drive Your Core Business</p>

**We customize the Solution focused on Client Context, Business Objectives & Process Excellence Goals to create the Business Service Road Map & achieve the Desired Outcomes**

# Some of our Key Customers... ..





# Backed by Solid Success Stories... ..

## Largest Pharmaceutical Co. of India (Delhi/NCR)

**10,000+ Employees**

### Scope

- ✓ Finance & Accounting
- 16 Business Areas
- Migrated 25 Major Processes
- Scaled up SSC Operations **from 32 to 100+ Members**
- 6% FTE save in first 3 mths & 10-12% FTE save in 18 mths
- SLA, Metrics tracking and Dashboards

## UK Insurance Major with offshore center in Pune

**7,000 BOT Employees**

### Scope (6 Centers:300-1500 FTEs)

- ✓ Customer Facing Ops
- ✓ Back Office Operations
- ✓ Finance & Accounting
- Cost Save of over GBP 2Mn
- Vendor Performance, Capacity Utilization & Productivity Metrics
- Charge Out Tool Developed
- Transition of F&A processes

## Leading Manufacturing Company, Delhi/NCR

**5,000+ Employees**

### Scope

- ✓ Finance & Accounting
- Workflow Implementation
- Process Consolidation from multiple BU's & Locations
- Payment from Single Bank Account for all businesses
- Consolidated Vendor Master Management

## Swedish Telecom Major (Delhi/NCR)

**18,000+ Employees**

### Scope

- ✓ Finance & Accounting
- Completing Migrations with **60+ Members**
- Improving KPI Scores
- Taken to Rank 1 amongst 12 Global SSCs
- Reduced Attrition, improved employee motivation & higher customer ratings

## Fin. Services, Card & Travel, Delhi/NCR

**6,000+ Employees**

- Pioneering Offshoring Center **1000+ Finance FTEs Across 46 countries**
- F&A, Procurement, Risk Management, Customer Service, Analytics etc.
- Processes migrated across the Globe
- Saves of over 15 Mn
- Global CoEs / Projects
- Language Specialists

## Automobile JV, Delhi/NCR

**11,000+ Employees**

### Scope

- ✓ Finance & Accounting
- **~50 FTEs** from 5 Business Areas: Sales & Mktng, Plant Ops, Products & Corporate
- Cost save of 25% IRR with less than 2 Yrs Payback
- Document Tracking Tool & Dashboards
- 10% FTE saves in first 3 months

## US based Home Infusion Giant, Delhi/NCR

**5,000+ Employees**

- US to India Offshoring Operations for **200+ FTEs in 3 waves**
- US-India JV
- Processes from 130 locations across US
- F&A, Customer Service & MDM
- Augmented new services/ process improvements
- Cost Saves 4Mn USD

## Alco-Beverage Major, Bengaluru

**9,000+ Employees**

### Scope

- ✓ Finance Blueprint
- ✓ Human Resources
- Transition to Dedicated Captive in 6 Mths(**~ 35 FTEs**)
- Cost Saves of **~22%**
- OPD & Tent Cards Creation
- Process Metrics & Dashboard Implementation
- 'Ask HR' Tool Implemented
- Trigger for Global Centre in India

# RvaluE Group has an Experienced Leadership Team



**Sanjay Gupta**  
**Chief Architect Shared Services Forum (SSF)**

- ❖ Sanjay has played a pivotal role in architecting knowledge dissemination at SSF.
- ❖ He has 30+ years of work experience in the fields of Shared Services operations, Business Process Management (BPM), Finance and Human Resources.



**Puneet Gupta**  
**Vice President Finance & ESO**

- ❖ Puneet has 25+ years of experience in Finance, Business Process Management (BPM) and IT functions in different domains – FMCG, IT/ITeS, Business Services and Retail.
- ❖ He is a Chartered & Cost Accountant, and has been Finance Manager, SSC Head of multiple functions & processes.



**Pranav Singh**  
**Senior Vice President Sales & Client Services**

- ❖ Pranav has ~40 years of rich experience across Sales, Business Development, IT, CRM, Finance, Talent Acquisition and Capability Development.
- ❖ He is an Economics graduate and a Post Graduate in Marketing Management from FMS, Delhi.



**Pallavi Jayaswal**  
**Associate Vice President SSF & Business Development**

- ❖ Pallavi enables conceptualization & execution of initiatives for information aggregation, creation and dissemination.
- ❖ She has 20+ years of diverse and specialist experience in Communication, Training, B2B Marketing, Content Creation & Management, Research, and Knowledge Dissemination.



**Sachin Jadhav**  
**Associate Vice President Projects & Transformation**

- ❖ Sachin brings in 22+ years of experience in the ITES Industry across Program Management, Collaborative Partnering, Pre-Sales, Solutioning, Transitioning, Contract Agreements, Setting-Up Centers, Transformation & Value Creation.
- ❖ He is an MBA, Bachelors in IT, & a PMP Trained Professional.



**Rachna Mehta**  
**Assistant General Manager Projects & Transformation**

- ❖ Rachna has successfully delivered inventive operational / business strategies and client focused solutions that improve efficiency and profitability.
- ❖ She has 20+ years of multi-industry/ multi-geography experience in the Business Process and ITES industry.



**Sanjiv Singh**  
**Senior Manager IT & Systems**

- ❖ Has 15+ years of experience in IT Infrastructure & Network Management, IT Transformation, Service Delivery & Process Documentation, IT Operations, & Team Management.
- ❖ He has been part of key projects of IT Process Transformation, RPA, Infra Development & Management.

# The Industry Platform (SSF) – Expanding Our Knowledge & Reach, manifolds

**The Shared Services Forum (SSF) is an Industry forum promoted by the RvaluE Group,**

to ideate and synthesize 'best in context' practices, disseminate / facilitate exchange of knowledge among leaders and practitioners of the shared services and outsourcing industry, thus enabling awareness of Value-Delivering Transformational Strategies for effective adoption of Business Process Management.

- Knowledge exchange enabling to become reference point for Benchmark

**Comprehensive Wisdom and Thought Leadership:**

- Exchange of best/ next and winning practices from practitioners and industry leaders

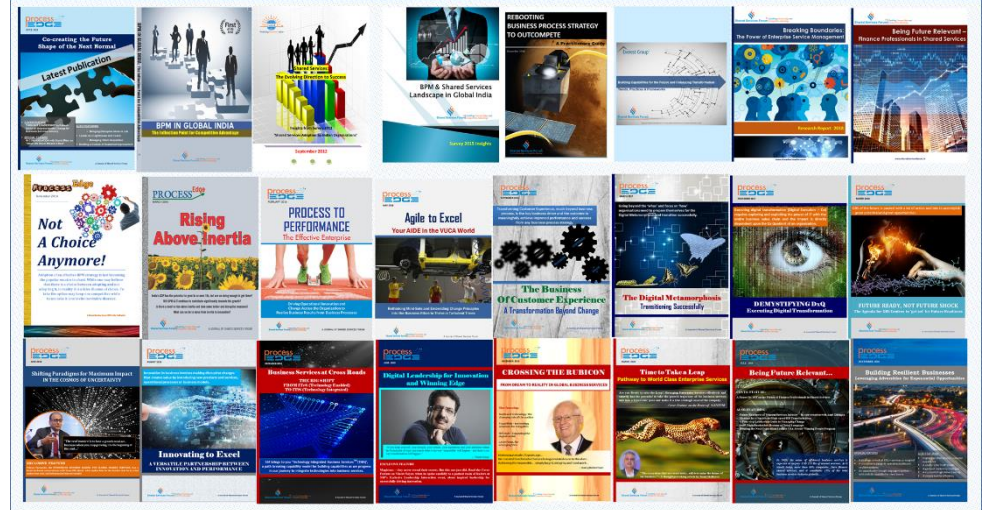
**Assimilation & Exposure of Industry Best Practices:**

**Capture of Benchmarking Repository:**

- Research, Surveys, Case Studies, Award Application

- ❑ 10 Annual Conclave Events
- ❑ 75+ Shared Service Organizations awarded for BPM Excellence
- ❑ 18 Pioneering leaders & BPM Achievers felicitated
- ❑ 250+ Leaders have presented Industry Insights & 80+ case studies
- ❑ 5 Pioneering Research published including first of its kind SSC Survey & BPM in Global India
- ❑ 20+ Frameworks for Building Capabilities
- ❑ *Process Edge Journal* launched since 2012
- ❑ 30+ Summits, Leadership Interactions and Webinars across India

## Knowledge Dissemination through SSF Publications



## Key Members & Participating Organizations\*



\*This list of companies given is only representative and not an exhaustive list of participating organizations at SSF, India. These Logos are Trademarks of the respective organizations. RvaluE/SSF claims to have no other relationships with these organizations other than these organizations participating at SSF, India such as national events, publications, awards until specifically stated otherwise.



# SSF Leadership Interaction Evenings & Other Events – A Snapshot





# Themes at SSF's Conclave, Summits, Round Tables and Leadership Interaction

## YEAR

## KNOWLEDGE THEMES

- 2011** — Finance and Accounting Transformation through Shared Services
- 2012** — Shared Services as a Strategic Enabler
- 2013** — Redesigning Business Processes for Competitive Advantage
- 2014** — Process Agility & Cost Optimization in Service and Support Functions: The Imperatives for Global India
- 2015** — Delivering on Business Imperatives – Unleashing the Power of Process Discipline  
— Rising Above Inertia – A Leadership Interaction
- 2016** — Next Leap in Business Process – Leadership Interaction on India's Readiness  
— Unlocking Strategic Value – Through Disruptive Practices and Thinking  
— Rebooting Business Process Strategy To Outcompete – Building Sustainable Differentiators For Global India
- 2017** — The Digital Metamorphosis – Transitioning Successfully  
— ReShaping the Transformation Strategy – What Triggers? What Matters? What Next?  
— Leadership Highway for Process Revolution
- 2018** — ReDefining the HR for Competitive Edge – Integration. Innovation. Intelligent Automation.  
— ReWriting the Playbook of Finance Transformation – Agile Leadership. Capability Quotient. Technology Edge  
— The Big Shift Towards Technology Integrated Business Services – The Art and Science of Delivering Value and ROI  
— Breaking Boundaries: The Power of Enterprise Services Research 2018 – Trends & Practices
- 2019** — Digital Leadership for Winning Edge  
— Building Organizations of Tomorrow  
— Crossing the Rubicon  
— Conundrums & Critical Success Factors of a Digital Journey  
— Challenging the Paradigms: Code of Disruptional Engineering to Outperform
- 2020** — Responding to the Crisis and Sustaining Service Excellence & Beyond  
— Accelerating the Pace of Digital Transformation in Business Services  
— Reset the Finance Transformation – Short-term Impact and Long-term Business Goals  
— Future of Work with Changing Technology Landscape
- 2021** — Achieving Escape Velocity in Unprecedented Turbulent Times: Visualize – Strategize – Operationalize  
— Unlocking Value Through Digital Leapfrogging & New Operating Models In Finance  
— Stay Ahead of the Game – Adopting the Digital Agenda  
— Moving Beyond Cost to Capability  
— Seismic Shift in Human Resources for Powering Growth Next – Work Force. Work Place. Work Pace.

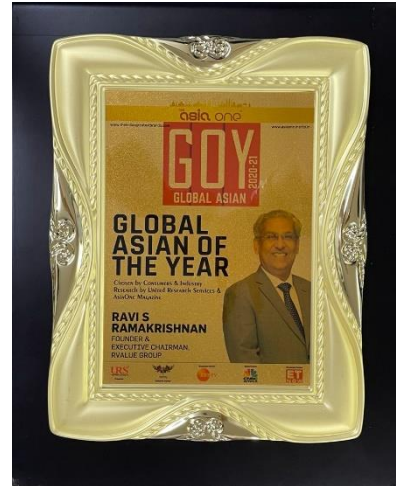
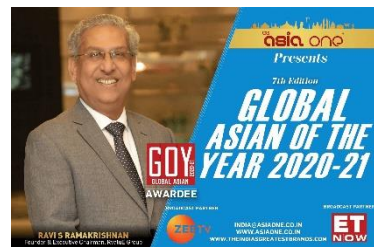


# Significant Industry Recognitions / Awards / Felicitations

**Rakesh Sinha**  
Most Promising Business Leaders, 2020  
By Economic Times



**Ravi S Ramakrishnan**  
Global Asian of the Year - 2021  
By AsiaOne & URS Media



India's Greatest Leaders 2017-18 - Pride of the Nation'  
India's Greatest Brands 2017-18 - Pride of the Nation'  
by AsiaOne Magazine & URS Media - Process Reviewers  
PricewaterhouseCoopers PL



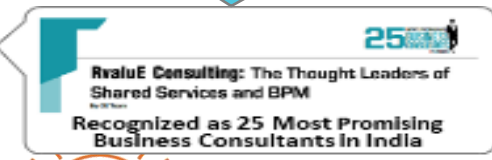
CFO India Magazine



RvaluE: 'Game Changers in Business Transformation'



Recognized as 20 Most Valuable Business Consultant Companies



Recognized as 25 Most Promising Business Consultants in India

Consultants Review



**1 Better Understand the Strategic Context & Requirements over a Call**

**2 Identify & Capture Potential Value Delivery Opportunities**

**3 Prioritize & Initiate Actionable Plan to Finalize Engagement with Client**

# Thank You

## Contact Us:

**Rakesh Sinha**

Executive Director & Chief Executive Officer



[RakeshS@quintesglobal.com](mailto:RakeshS@quintesglobal.com)

**Pallavi Jayaswal**

Associate Vice President SSF & Business Development



[Pallavi.Jayaswal@sharedservicesforum.in](mailto:Pallavi.Jayaswal@sharedservicesforum.in)

D 75, Upper ground floor

Malviya Nagar,

New Delhi 110 017, India.



© RvaluE, Quintes Global & Shared Services Forum. All rights reserved. Reproduction of this document or any portion thereof without prior written consent is prohibited.