

# SHARED SERVICES CENTRE (SSC) MASTERCLASS

The Development and Delivery of Service Delivery  
Models: Shared Services, Outsourcing and Off Shoring

## Free Takeaway

Delegates will receive  
a comprehensive  
workbook including a  
number of templates

17th & 18th April 2019  
The Ritz-Carlton, Kuala Lumpur, Malaysia

## Major Benefits Of Attending – You Will Be Able To:

By end of this course, delegates will able to:

- **KNOW** how you can **EFFECTIVELY DESIGN, BUILD** and **LAUNCH** shared services for your organisation
- **KNOW** how you setting up an SSC can **STREAMLINE** processes, **REDUCE** costs, **IMPROVE** services levels, **INCREASE** stakeholder value, **ENHANCE** employee and customer loyalty
- **KNOW** different ways to **BUILD** an infrastructure that enables **GREATER** access to Shared Services and **IMPROVE** employee satisfaction to focus on customer needs
- **KNOW** ways to **OVERCOME** people-related and change management related challenges when transitioning to Offshore based Shared Services Centres
- **KNOW** current globalisation and SSC generational shifts – **FIND OUT** how you can **SUCCESSFULLY** undertake global standardisation efforts while meeting local demands and responsibilities
- **AUTOMATION** – **WHETHER** to automate, **WHEN** to automate, **WHAT** to automate and **HOW** to automate

## Why you Should Attend?

This programme will cover the development and delivery of service delivery models including shared services, outsourcing and off shoring and will allow you to develop your own thinking in order to choose the right blend of these ingredients for you. It will lead you through the shared service / outsourcing maze and help you decide:

- ✓ Where are we in our SSC journey today?
- ✓ What is our desired 'model' for our SSCs in the future?
- ✓ What do we need to do to deliver this successfully?
- ✓ What are the key milestones in the journey?
- ✓ How will this affect the people in the finance and HR functions function?

## Who Should Attend?

This workshop is specifically designed for:

- ✓ CIOs
- ✓ IT Managers
- ✓ Service Delivery, Shared Service, Common Service, Customer Service Managers
- ✓ Service Purchasing / Procurement Managers
- ✓ Managers in Finance, Procurement, Facilities & Premises, Legal Services, Human Resources, Logistics and other Support Services
- ✓ Vendor / Project Managers
- ✓ Technical Support / Customer Support Managers
- ✓ BPO Managers
- ✓ Bank Managers
- ✓ Outsourcing Managers
- ✓ Business Development Managers

*Malaysia has become a hub for the development of Asean accountancy and was among the top five in shared services centres globally. If you look at Cyberjaya, Penang and Melaka, there are already a substantial number of shared services centres. The government is looking at expanding them.*

*- Malaysia in Bid to Lift Islamic Finance, New Straits Times, 17<sup>th</sup> July 2017*

Organized by: \_\_\_\_\_

