

GBS Transformation to shape the Future of Work

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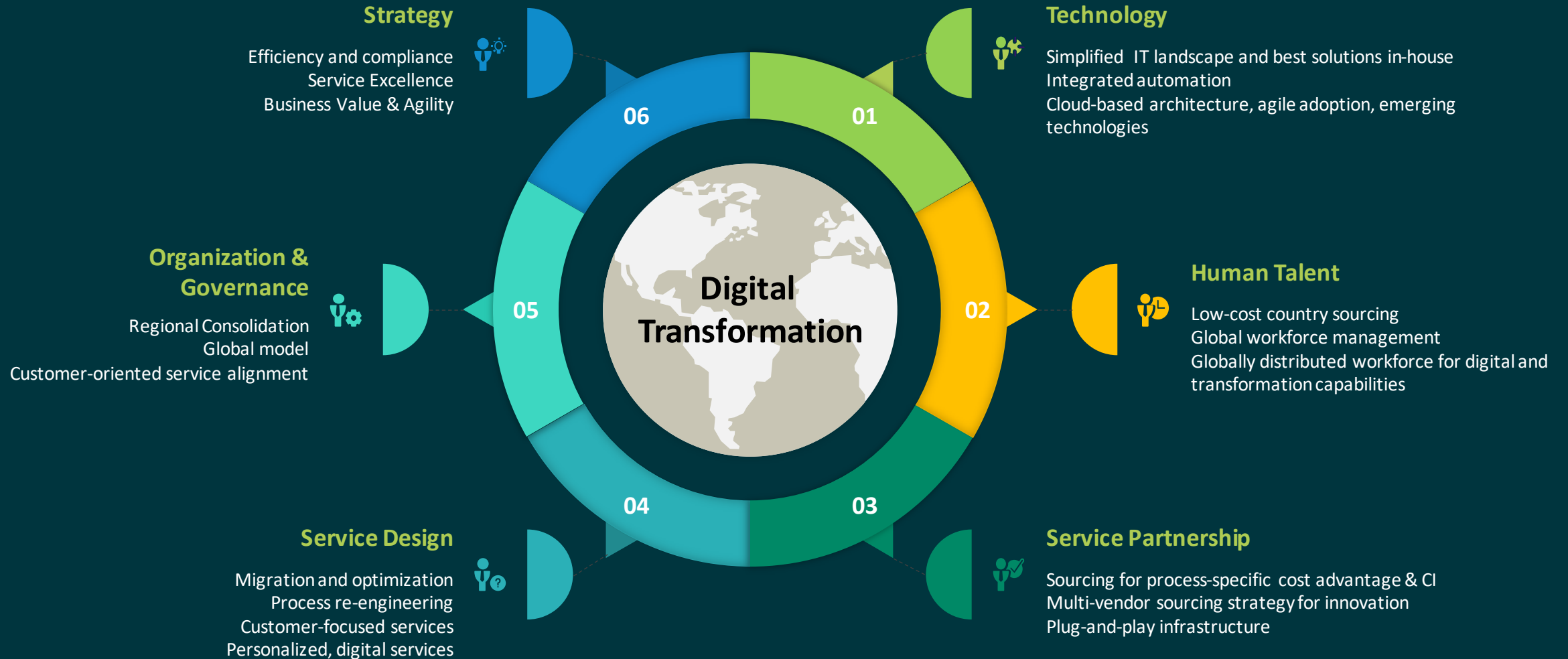
CURRENT LANDSCAPE

Digitalization, globalization and COVID-19 have sparked radical shifts in the way we work and live.

Current work models do not provide agility, scalability and resilience – key components for next era enterprises.

**The Future of
Work is NOW.**

The path to

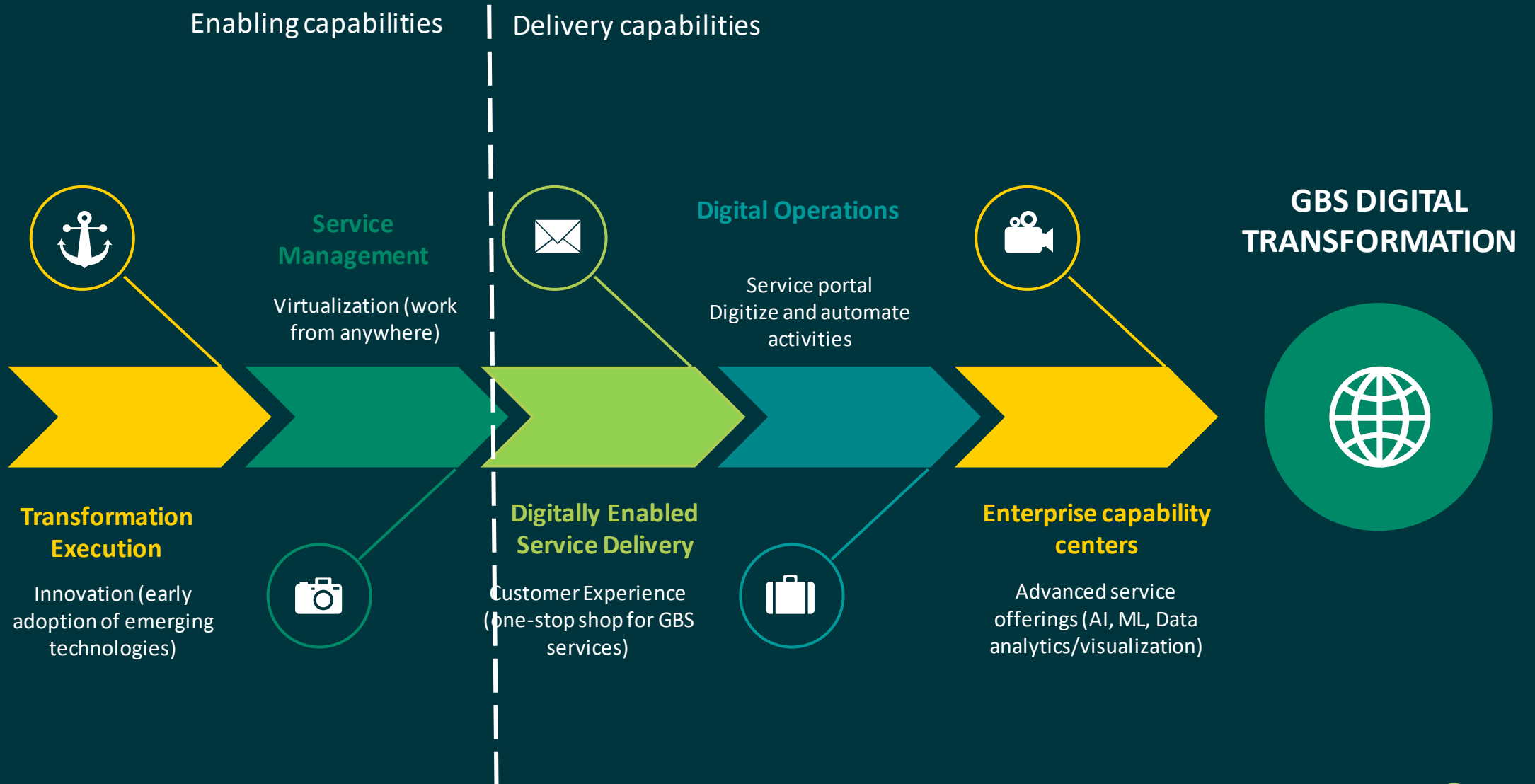


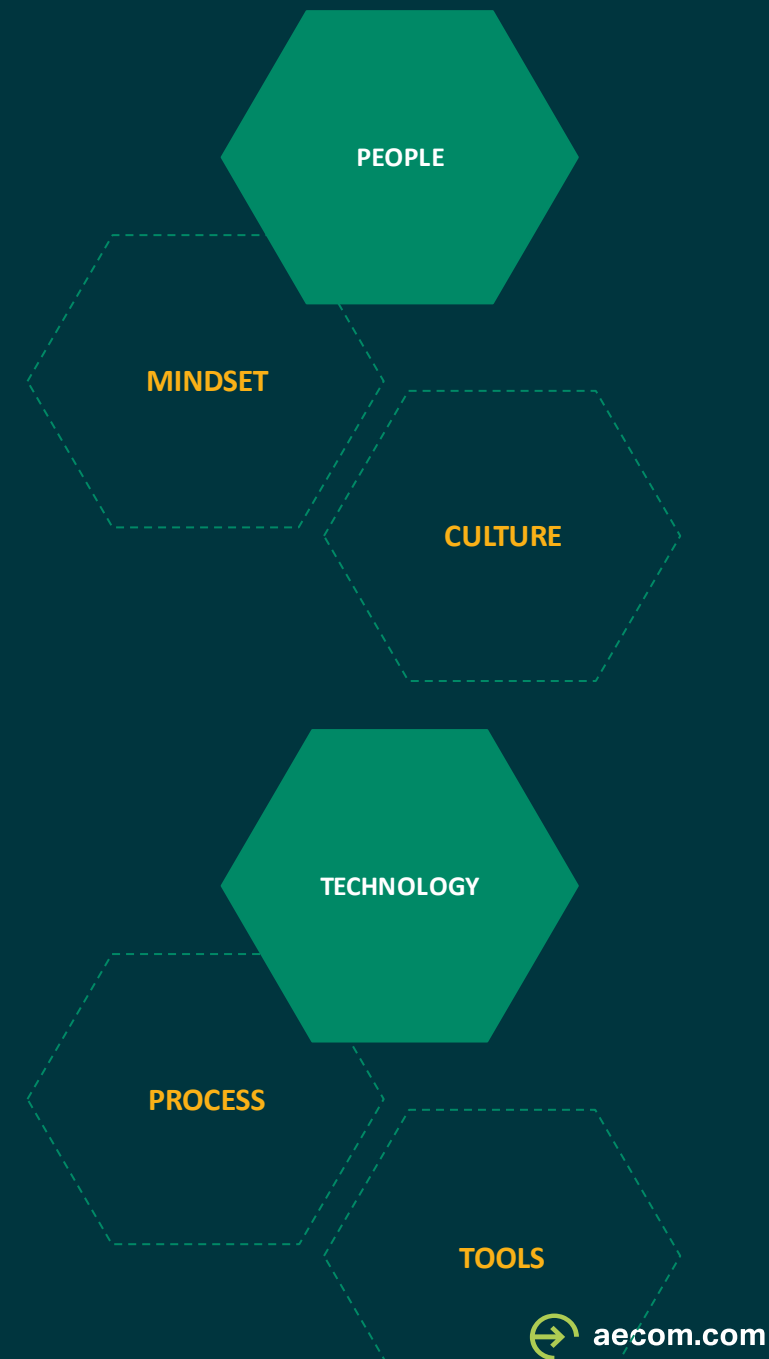
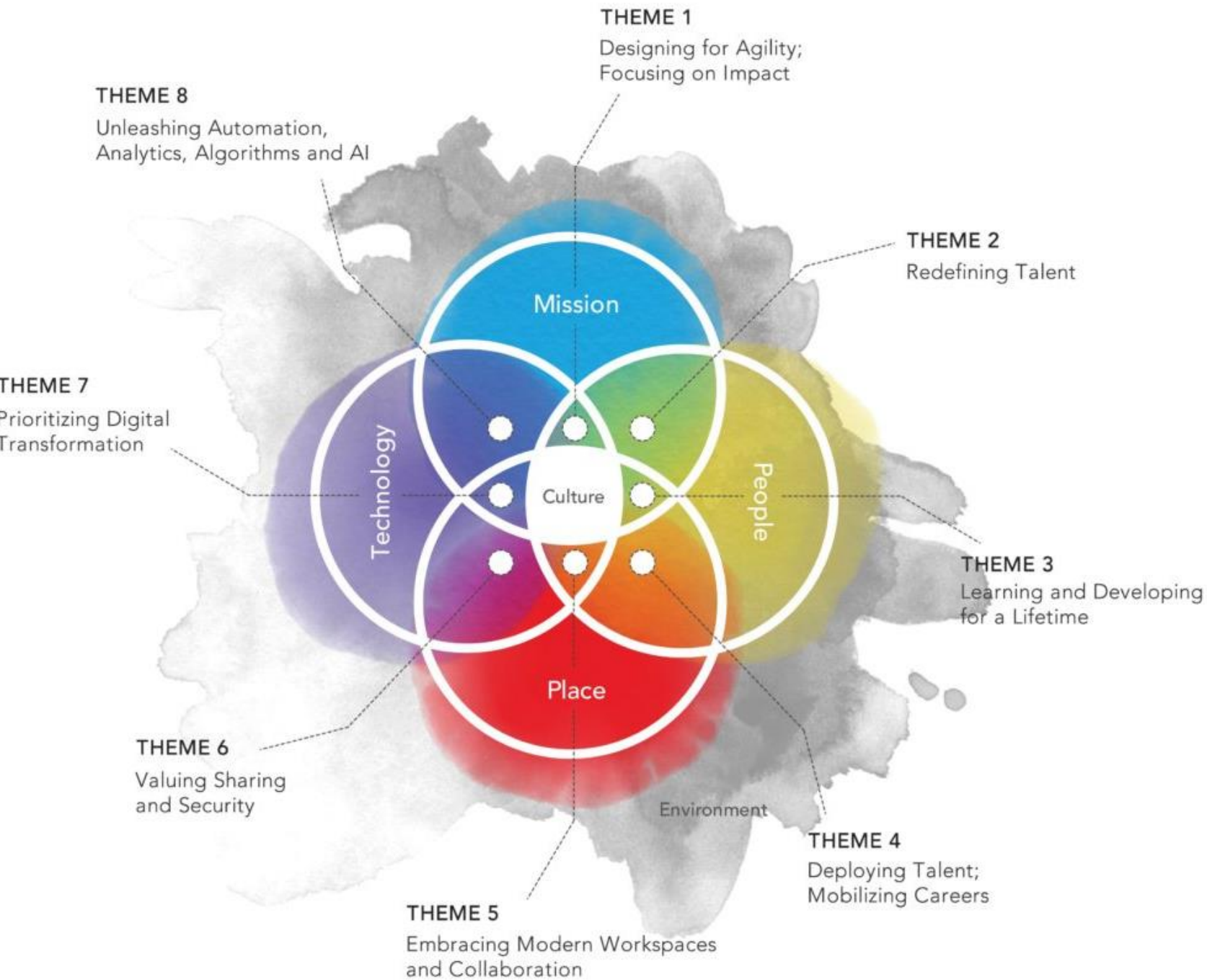


“ Digital transformation
it is not about
technology at all.
It is about **people**. ”

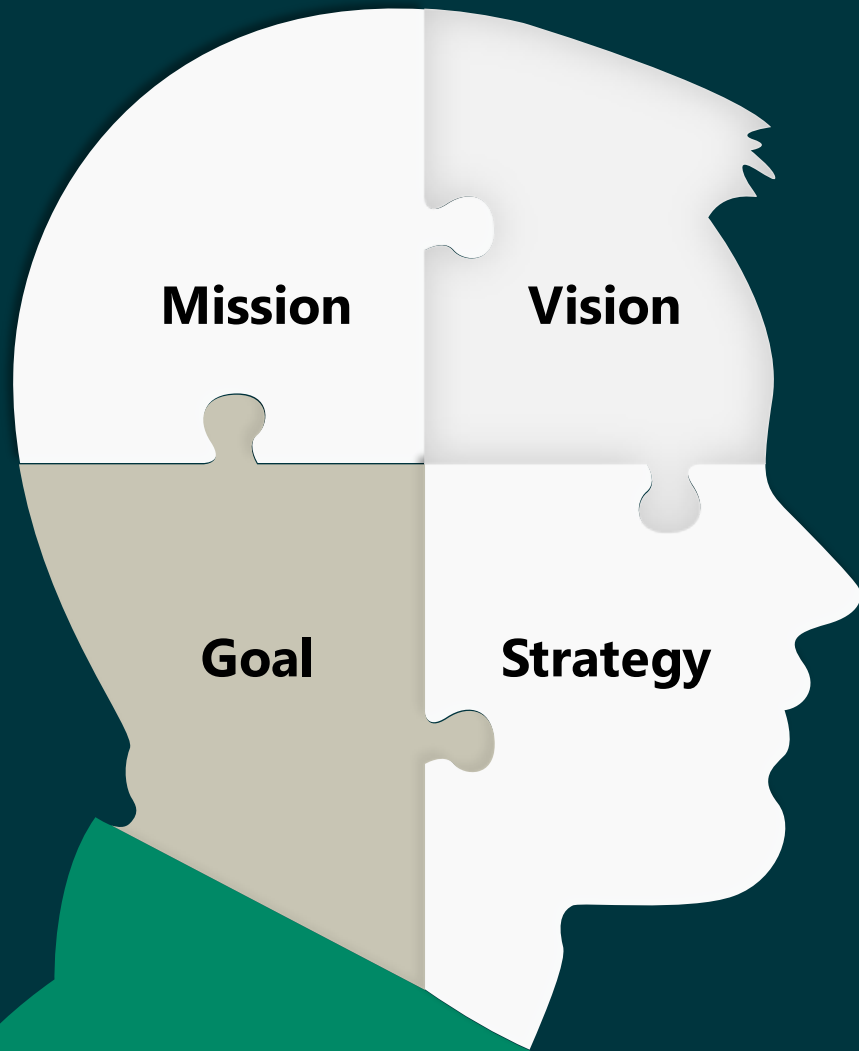
Josh Bersin

The NextGen GBS Model





Organizational Culture



Vision

- Champion creativity
- Build trust
- Valuable Customer experience
- High quality delivery service



Mission

- Focus on Impact
- Design for Agility
- Future-proof our workforce



Strategy

- Redefining Talent
- Prioritizing Digital Transformation
- Customer-centric service model
- Value-focused Continuous improvement



Goal

- SMART Objectives
- Transformation as a Service
- Innovation as a culture
- Operational Excellence

Human-centricity

"Innovation is lost without champions."

Advocacy Program – achieving a strong people foundation



Global Enablement

Empower and reskill workforce



Augment Talent Development

Use innovative technologies to show the art of the possible



Create Adaptable Workforce

Create a collaborative environment by leveraging digital tools.



Innovation as a Culture

Embed the digital mindset and invest in organizational culture



- Mission & Purpose
- Job aligned to values
- Transparency
- Continuous investment in people

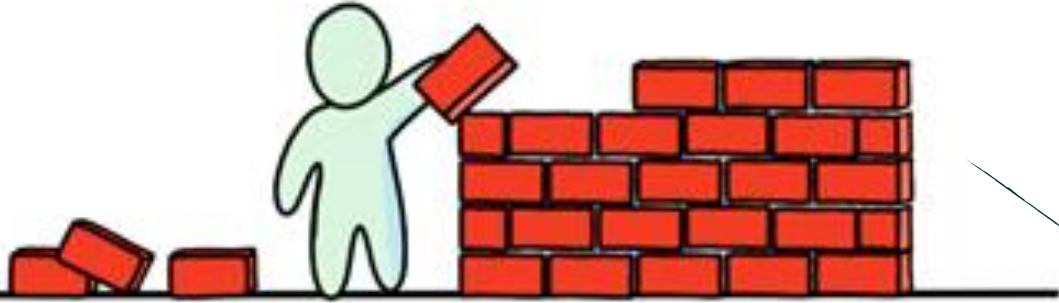
- Career growth in new business areas
- Career growth for emerging technologies
- Supportive culture for learning

- Clear and transparent goals
- Regular feedback and coaching
- Focus on development (new roles)
- Agile teams

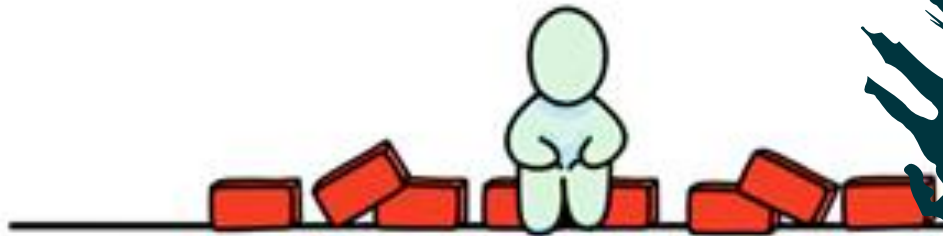
- Security in all aspects of work
- Physical, emotional, psychological and financial wellbeing

- Recognition and awards
- Flexible hours & workplace
- Prepare workforce for the future

CONTINUOUS IMPROVEMENT



IS BETTER THAN



DELAYED PERFECTIONISM

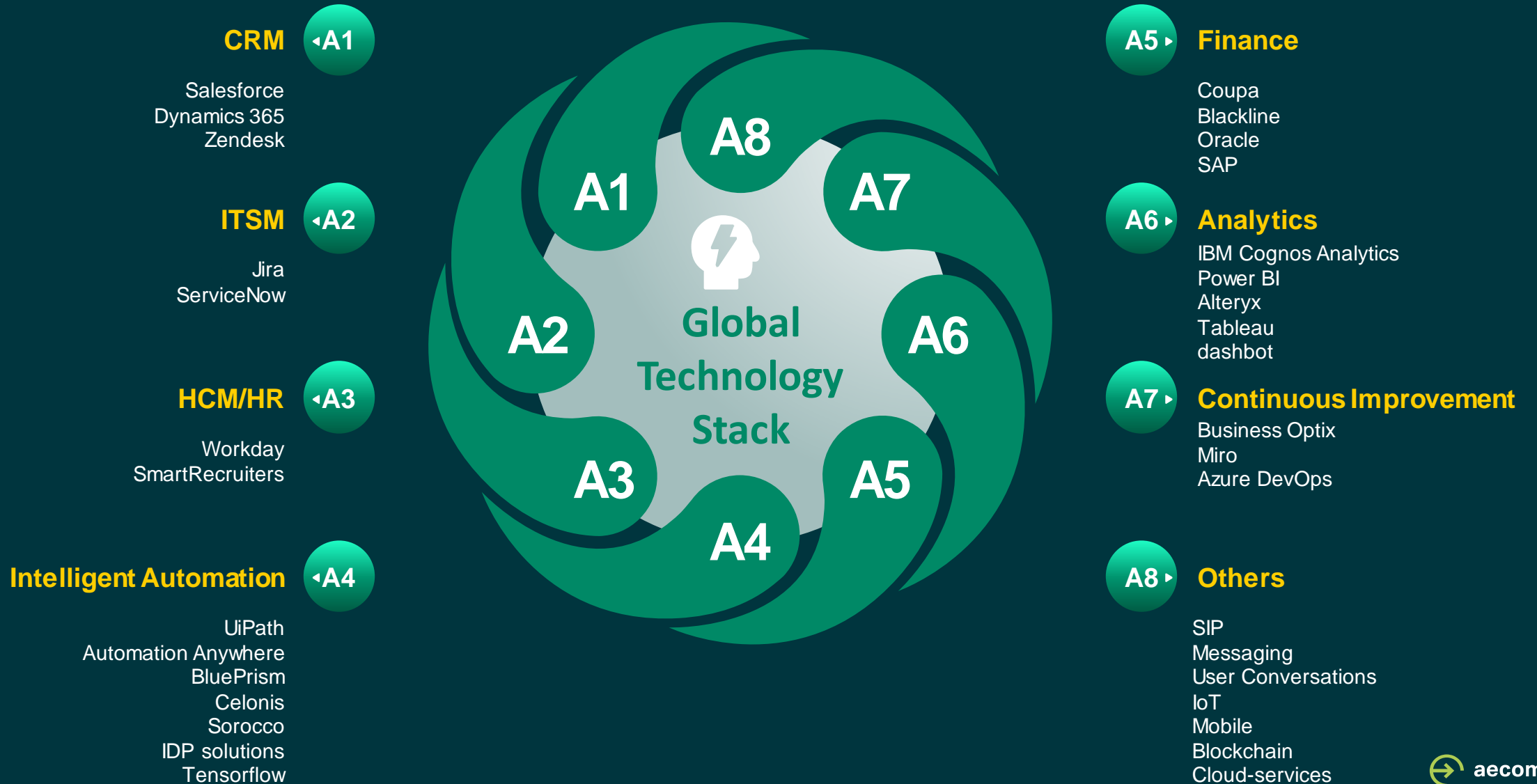
-MARK TWAIN-

Process

- Define new ways of working
- Build relevant digital capabilities
- Business Process re-engineering
- How do you measure success?

Technology

Identify your needs, *define your business objectives and select the technologies aligned to them.*

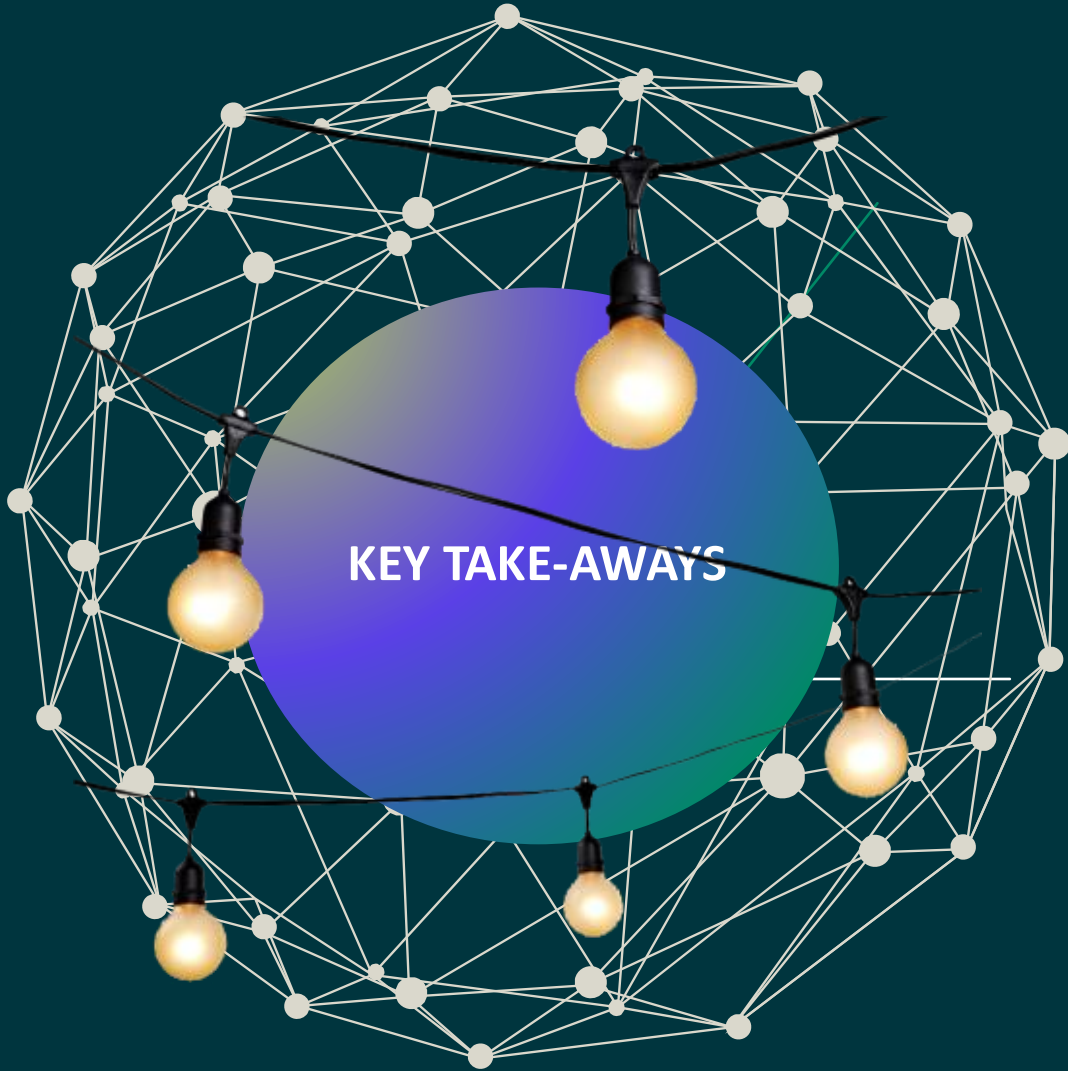


Hybrid Workforce



**A unified
workforce
with Human
and Digital
Workers**

- More Digital
- More Human
- Digital literacy & Digital Mindset
- Future-proof the workforce
- Accomplish organizational goals
- An ecosystem for sustainability
- Improve change adoption
- Ensure work-life balance



Transformation Journey

Key Pillars

Vision, Mission & Values

Strategy & Goals

Business Agility

Organizational Adaptability

Systems & Structures

Future of work culture