

# Inixia Resource Materials: GBS Value

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### What's different About Professional GBS™

In a word: Outcomes...

- 50-70% lower costs
- 3x Value creation vs. cost savings

Digital Transformation Engine of the whole enterprise

### Expectations From Global Business Services

	Value	Accountability (Outcomes)	Culture	Processes
Stage 1	PIECEMEAL GBS 1.0x	Mainly Functional Costs Cut	Functional	Functional Service Operations
Stage 2	GLOBAL GBS 1.5x	Company-wide Costs Cut	Centralized but Functional	GBS Service Operations GBS Transformation Some Enabling GBS Processes
Stage 3	OPTIMIZED GBS 5x	Company-wide Costs Cut Company top line contribution Company Cash	Run As A Business	GBS Service Management GBS Service Operations GBS Transformation All Enabling GBS Processes
Stage 4	NEXT GENERATION GBS 10x	Company-wide Costs Cut Company top line contribution Company Cash Company Digital Disruption	Run As A Business Digitally Native	GBS Service Management GBS Service Operations GBS Transformation All Enabling GBS Processes

### Measuring GBS Business Benefits

<b>Financial Results</b>	<ul style="list-style-type: none"> <li>Depends on Stage</li> <li>Could be cost, sales growth, and cash</li> <li>GBS as well as Business Unit benefits</li> </ul>	<b>Plus Strategic Benefits</b> <ul style="list-style-type: none"> <li>Business Agility</li> <li>New digital business models</li> <li>Organization quality and retention</li> <li>Corporate equity</li> </ul>
<b>Service Quality</b>	<ul style="list-style-type: none"> <li>Service level improvements</li> <li>Security, Governance</li> <li>Controls</li> </ul>	
<b>Business Focus</b>	<ul style="list-style-type: none"> <li>Client Satisfaction</li> <li>User Satisfaction</li> <li>Business Unit Innovation</li> </ul>	
<b>Organizational Results</b>	<ul style="list-style-type: none"> <li>GBS organization results</li> <li>Company organization contribution</li> </ul>	