

Global Trends in GBS: What you need to know

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PwC GBS Study 2023

Global Trends in GBS: What you need to know



Who we are?



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GBS Consulting
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Panelist



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Poland Site Leader
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Panelist



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Kuś**

GBS Consulting
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200 companies with 300 centres participated in the survey

Today's focus areas:

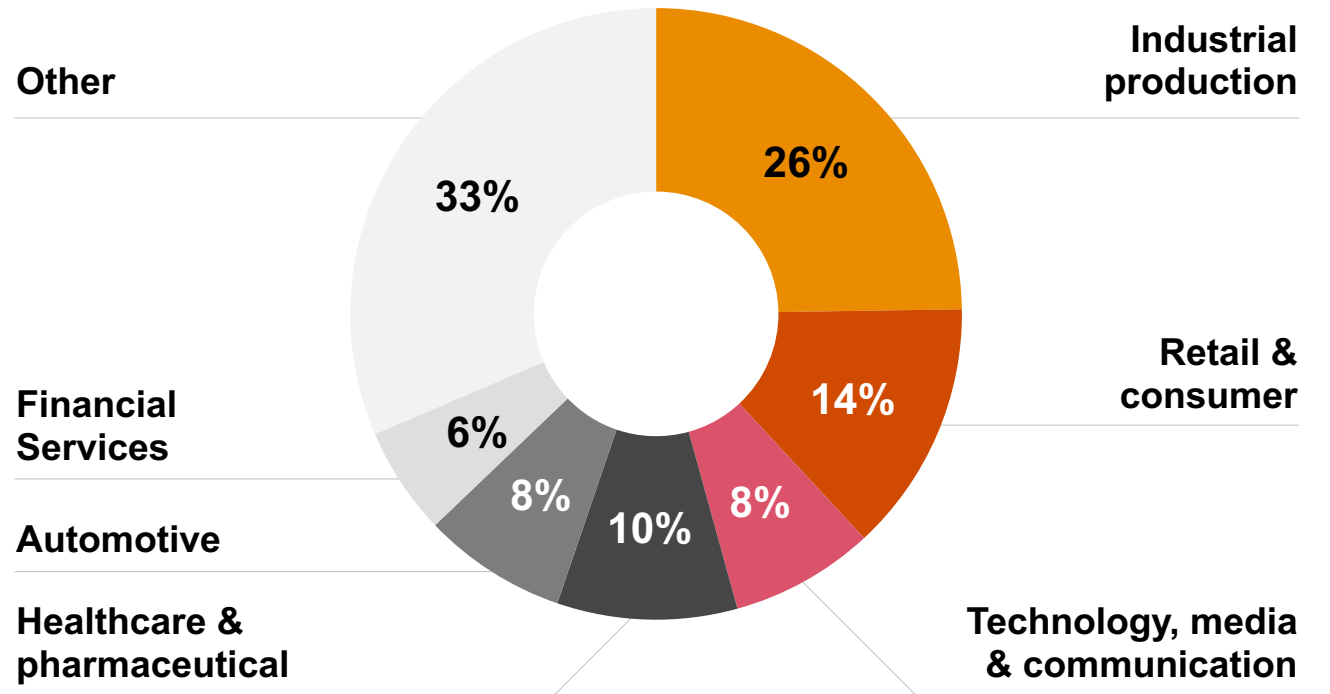
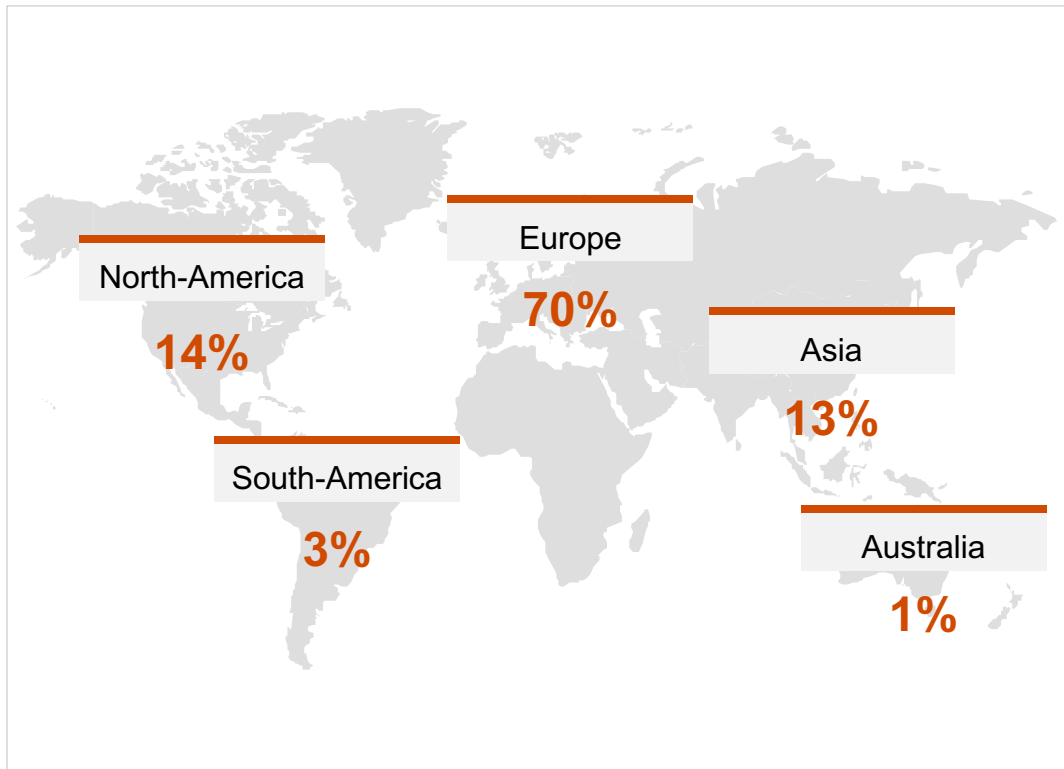
Global Challenges



GBS Strategy



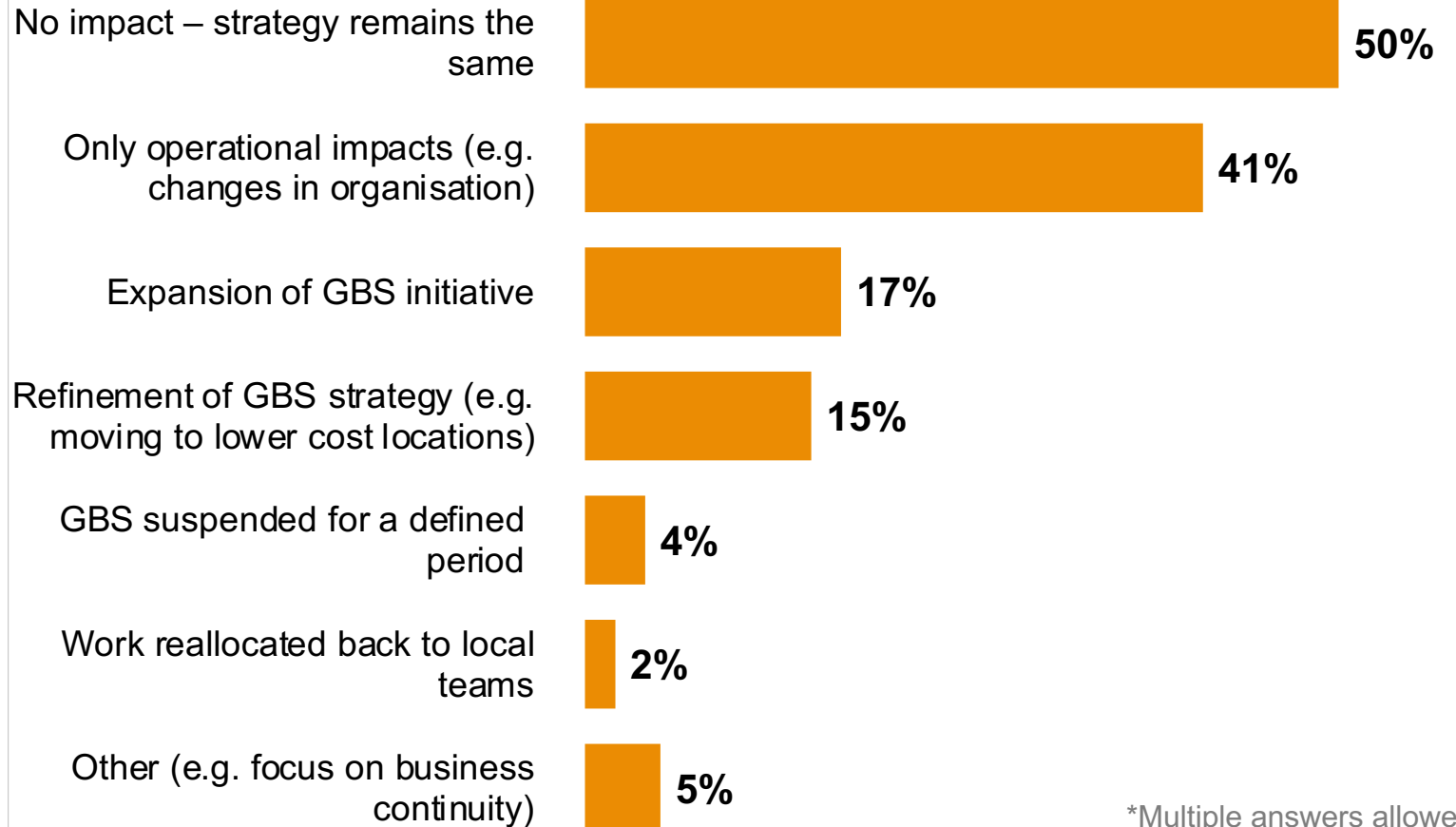
GBS Trends



How have the current challenges impacted your GBS strategy (e.g. COVID pandemic, territorial conflicts)?



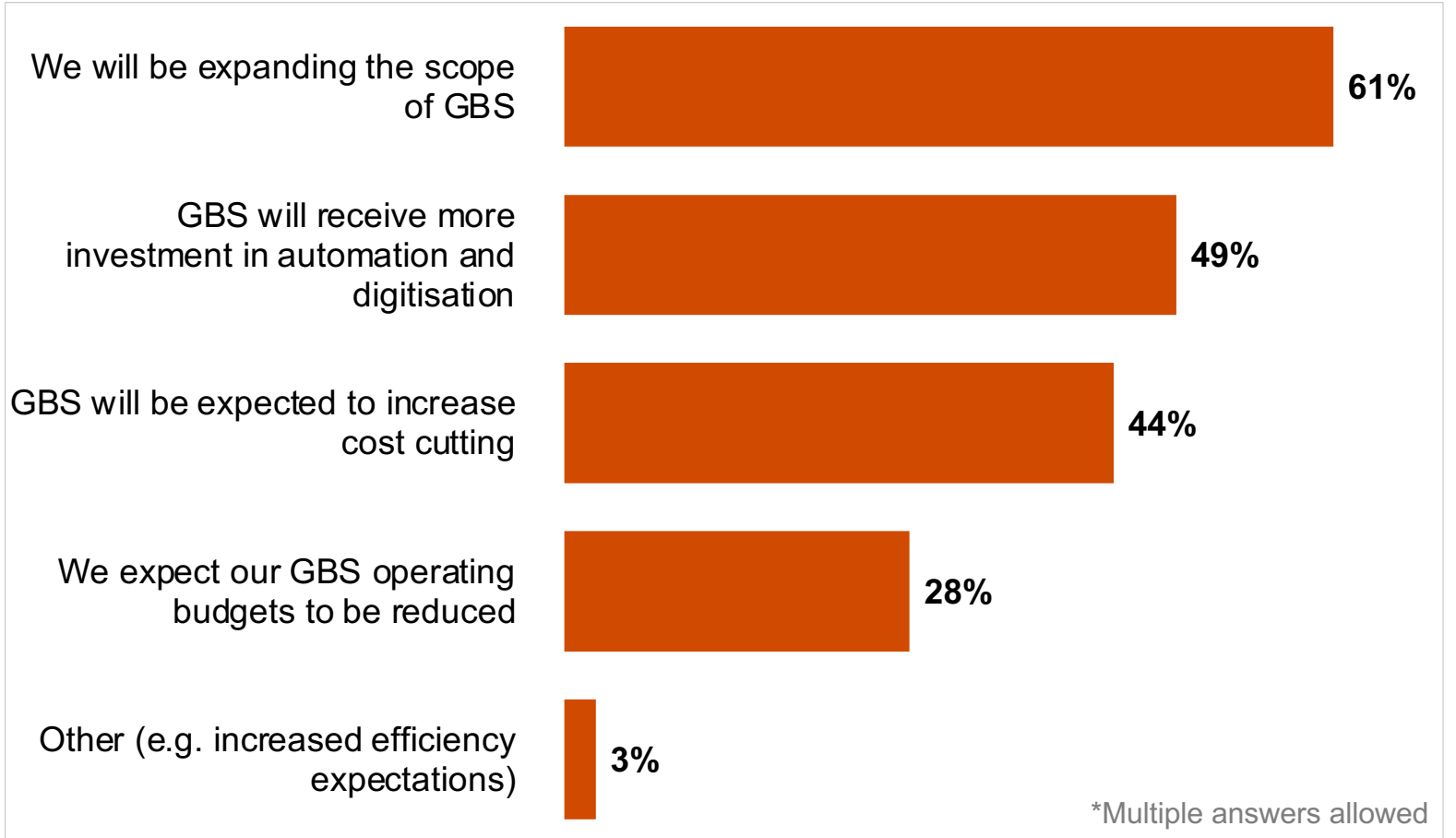
GBS is a resilient partner and key contributor during times of turmoil



How do you expect economic downturn will impact your GBS organisation?



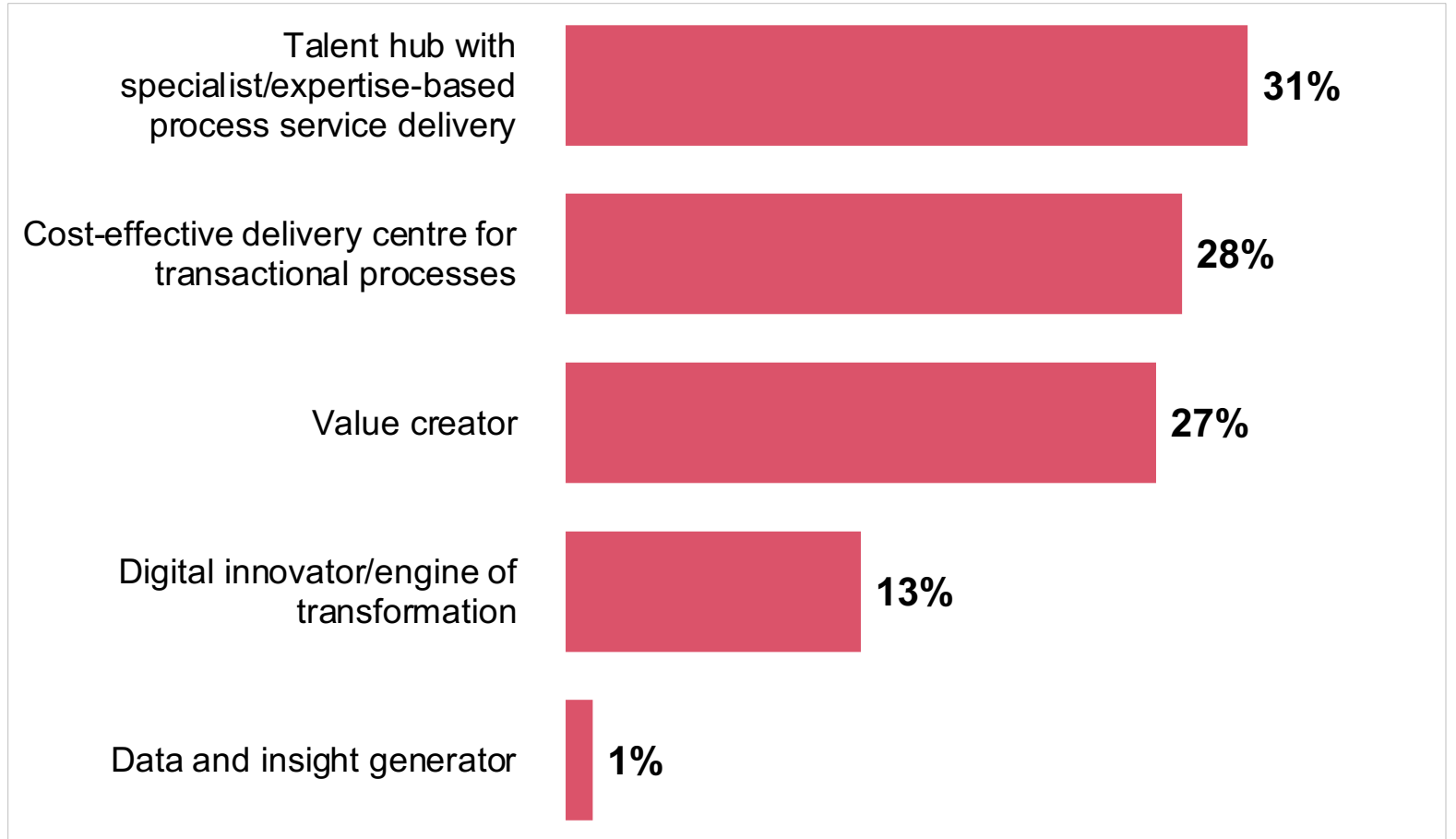
GBS growth and advancement will be balanced with operational savings



What aspirational positioning are you following for your GBS organisation?



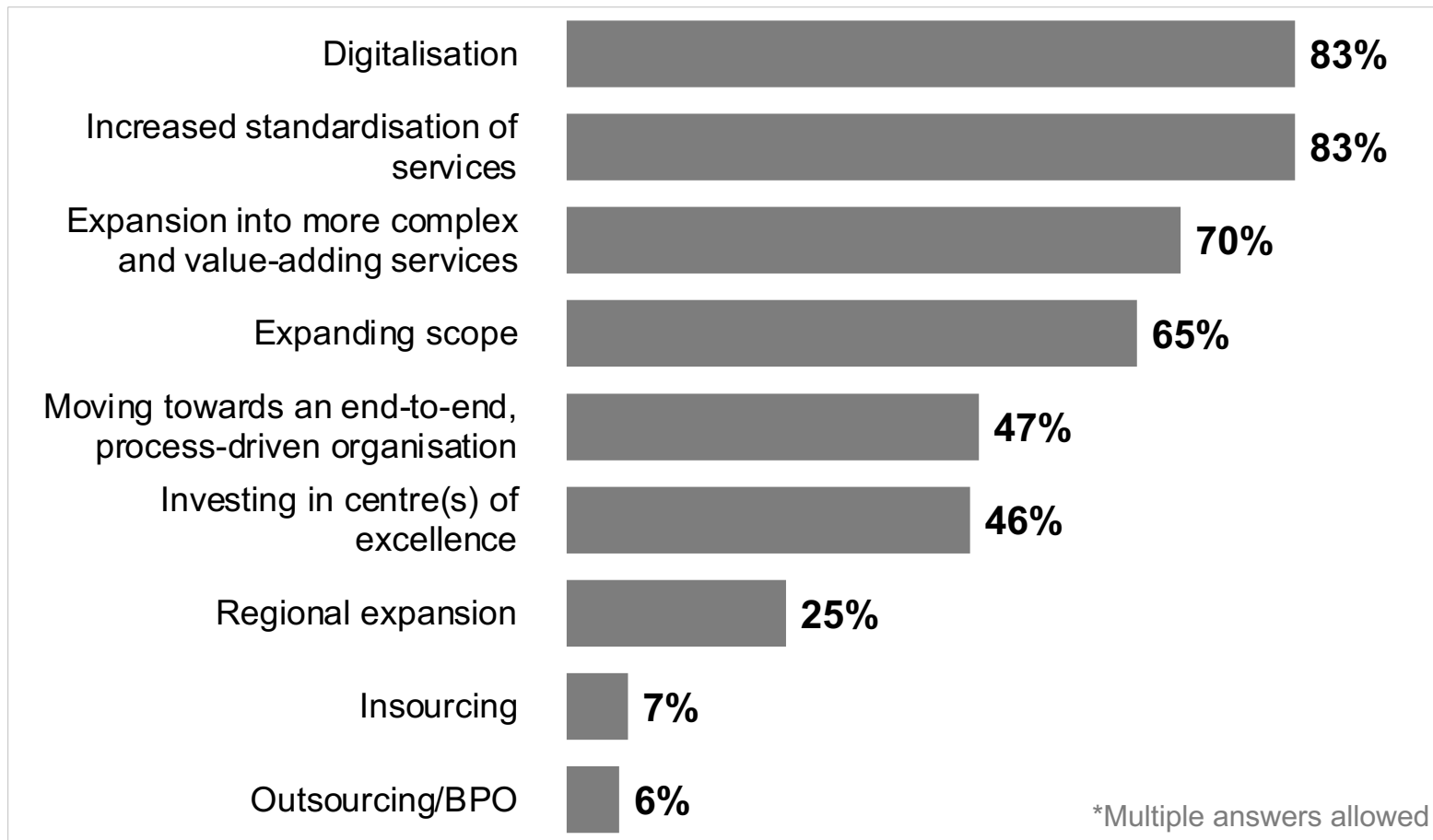
Quality and value
before cost



Please select which options best describe your GBS strategy for the next five years



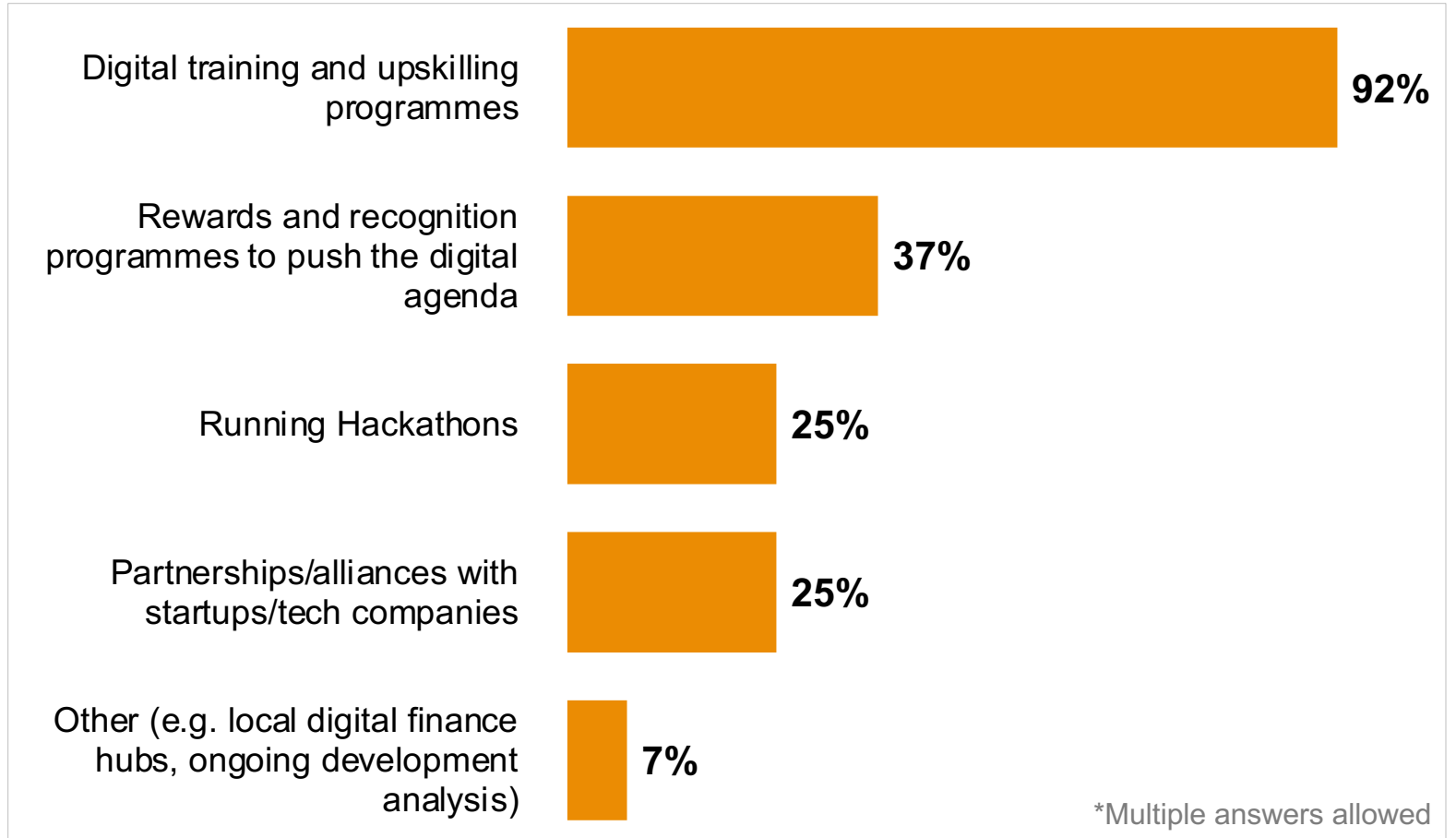
**Digitalisation,
standardisation and
expansion into more
value-adding services
continues**



What are some of the more recent strategies you may have adopted to drive digitalisation within the GBS?



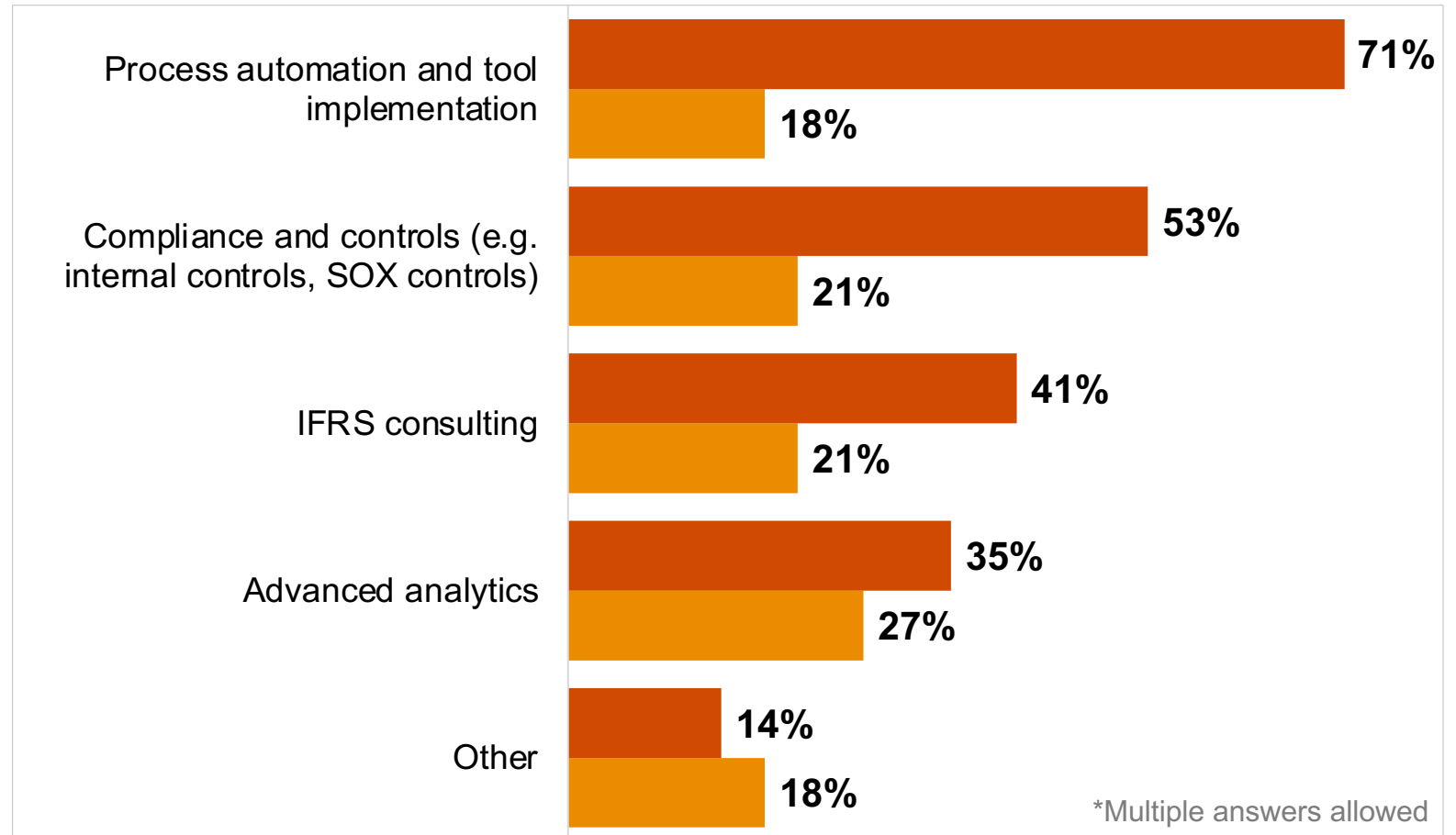
Training and upskilling employees is a priority to drive digital transformation



What services are provided in your organisation by Centers of Excellence (CoE)?



CoEs are about concentration of knowledge not necessarily in a physical location

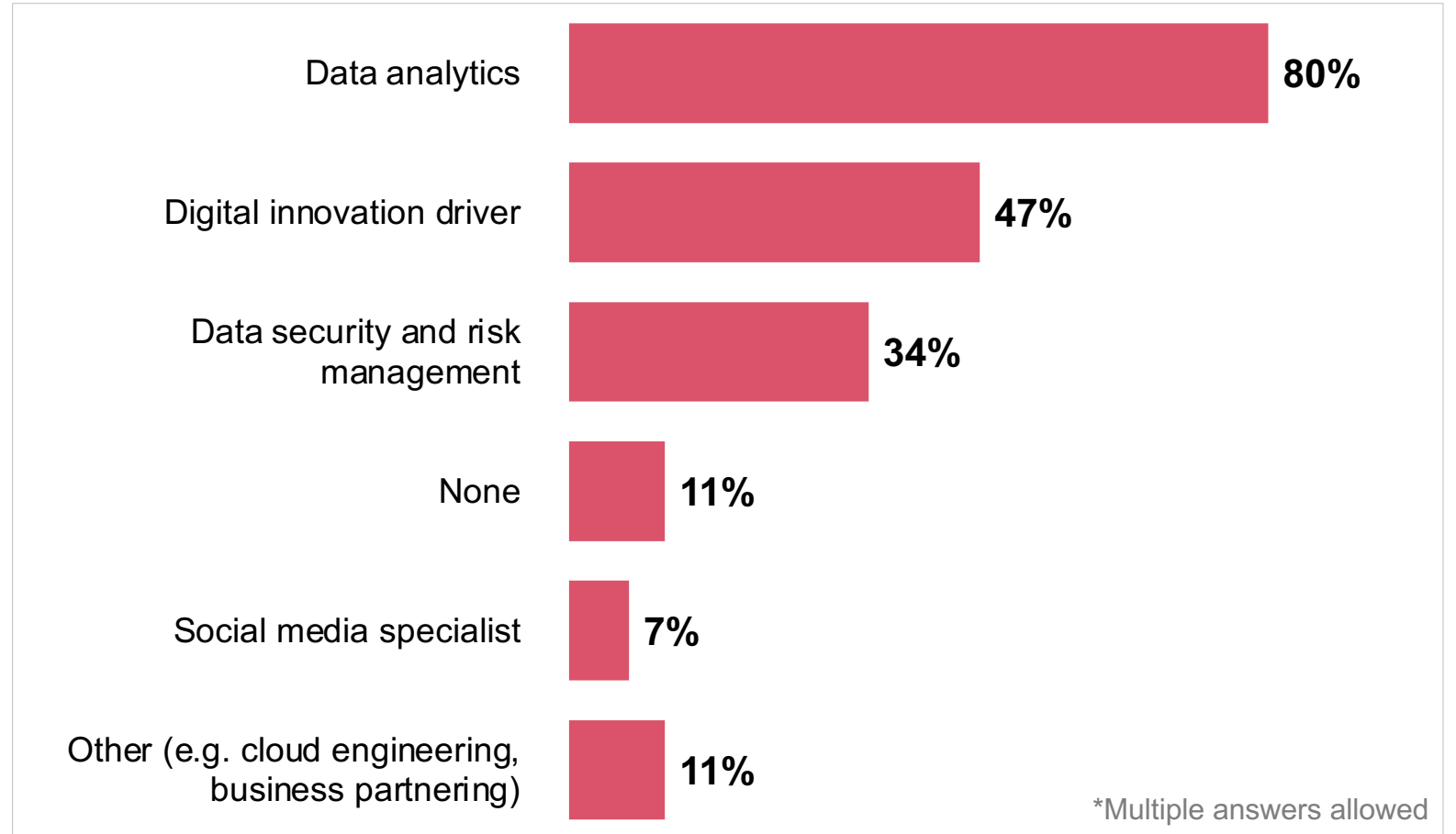


■ Centralised CoE ■ Decentralised CoE

What new skills are you looking to hire or build in your GBS organisation?



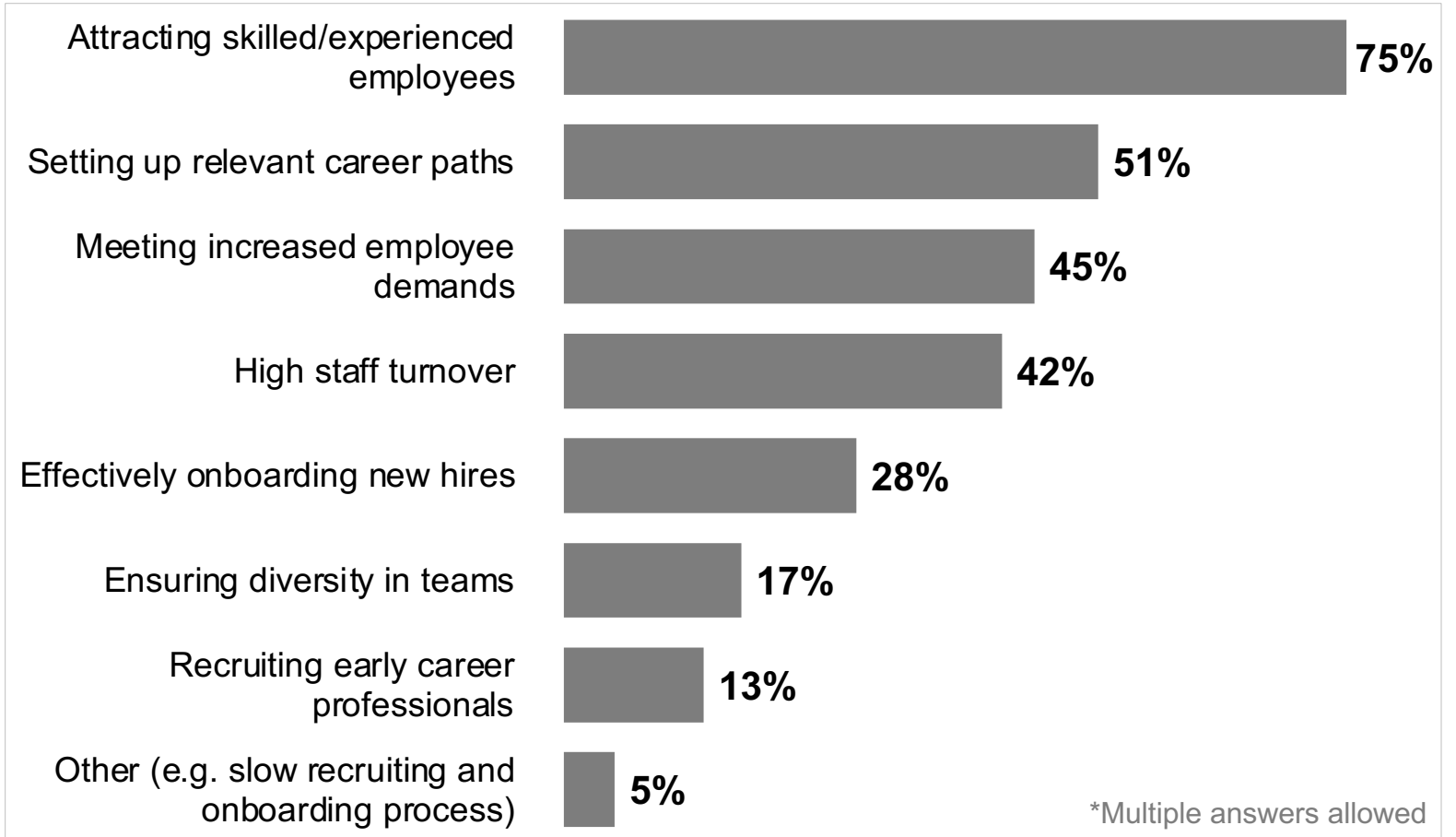
Digital skills are most sought after



What are the biggest challenges for people & culture within your GBS organisation?



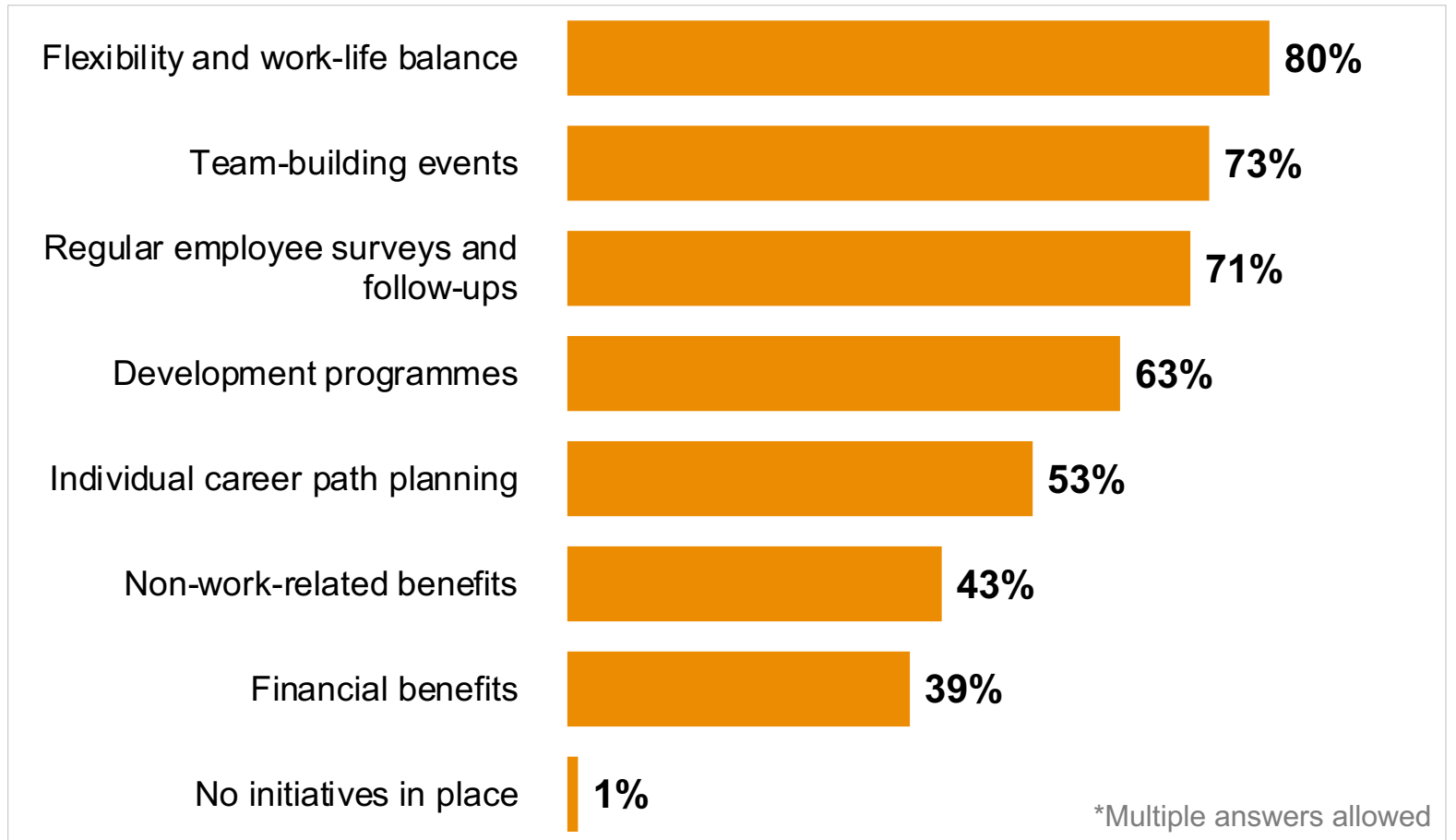
Attracting quality talent will continue to be a challenge



What are your main initiatives to retain employees?



Flexibility and Team building events are a commodity but let's not forget about the development opportunities



Key findings from the 2023 survey on Global Business Services



GBS organisations are **operationally resilient winners** despite multiple global crises



Digitalisation and advanced technologies are driving GBS strategy



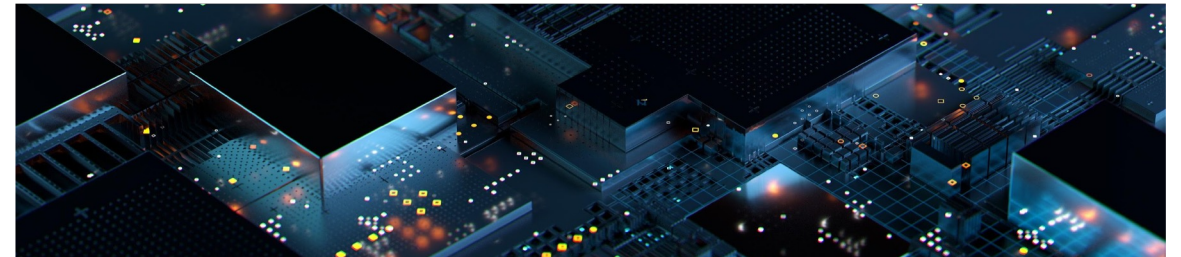
Shift in scope is seen with **growing importance of centres of excellence**



Upskilling and retaining employees will remain critical in securing GBS growth



Evolving location strategies due to geopolitical developments and remote & hybrid working



Thank you

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