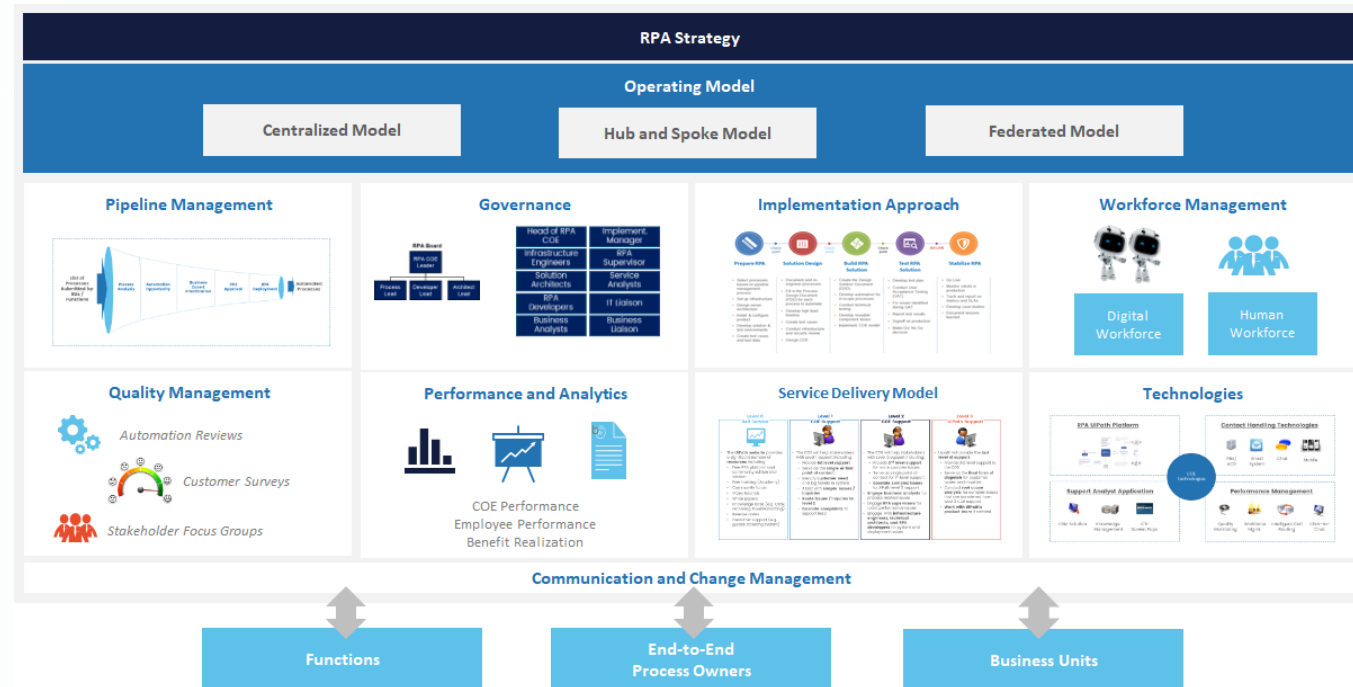# New York should have collapsed in 1980!

In the 1890s, it was predicted that by 1980 New York would cease to exist!

#1 Insourcing is more popular than ever!

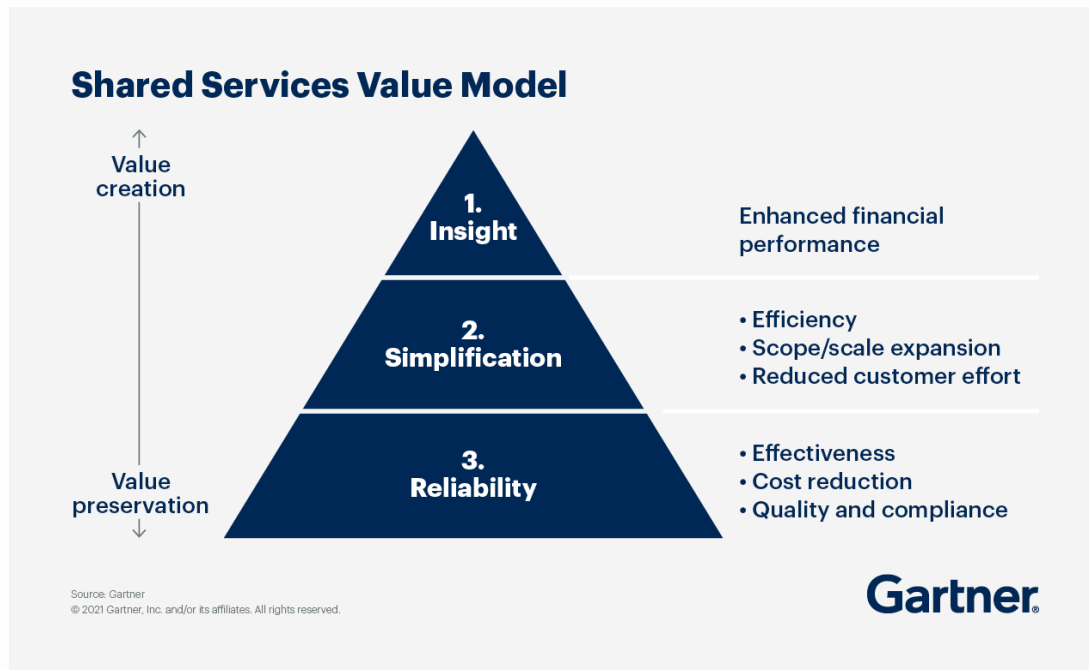# #2 GBS is the natural home for Automation, AI, Data Mining and Analytics

#3 Cost, standardisation and process efficiency remain a focus (especially at the start)

#4 Mature GBS / Shared Services are measuring success through user experience & customer satisfaction

#5 Macroeconomic factors will drive demand for GBS, Shared Services and Outsourcing

Shared Services Value Model

Value creation ↑

Value preservation ↓

1. Insight — Enhanced financial performance

2. Simplification
- Efficiency
- Scope/scale expansion
- Reduced customer effort

3. Reliability
- Effectiveness
- Cost reduction
- Quality and compliance

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Marketing

Supply Chain

Legal

Logistical Operations

ESG Reporting

Industry Specific ie Claims Processing

#6 Orchestrating the technology landscape is a key priority

EXISTING ERP / CORE SYSTEMS

e.g.

SAP

ORACLE

Microsoft Dynamics

….

SERVICE MANAGEMENT

ServiceNow or alternative

HYPER-AUTOMATION TOOLKIT

BPM & Process Workflow	SOP Automation	GenAI / Machine Learning	Intelligent Data Extraction	Reconciliation / Matching

RPA

Process Mining / Task Mining	Analytics and Business Intelligence	Conversational AI	Digital Adoption Platforms	Month End Automation

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#7 Neither GBS, nor BPO, nor RPA will die!

Global Business Services / Shared Services

RPA

#8 There are more people physically in offices than last year!

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#9 Training and upskilling will be a key priority in 2024

WANT MORE INSIGHTS?

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