



# Shared Services

1

# Understanding Shared Service Business



# Today Business Challenges

- Bagaimana proses bisnis dapat menjadi lebih efektif?
- Bagaimana mengurangi resiko bisnis pada transactional process?
- Bagaimana penerapan process improvement dalam proses yang ada?
- Bagaimana penerapan process automation (robotic & bots) pada proses bisnis yang ada?
- Bagaimana meningkatkan organisasi ke arah strategik di masa akan datang?





# What is Shared Services?

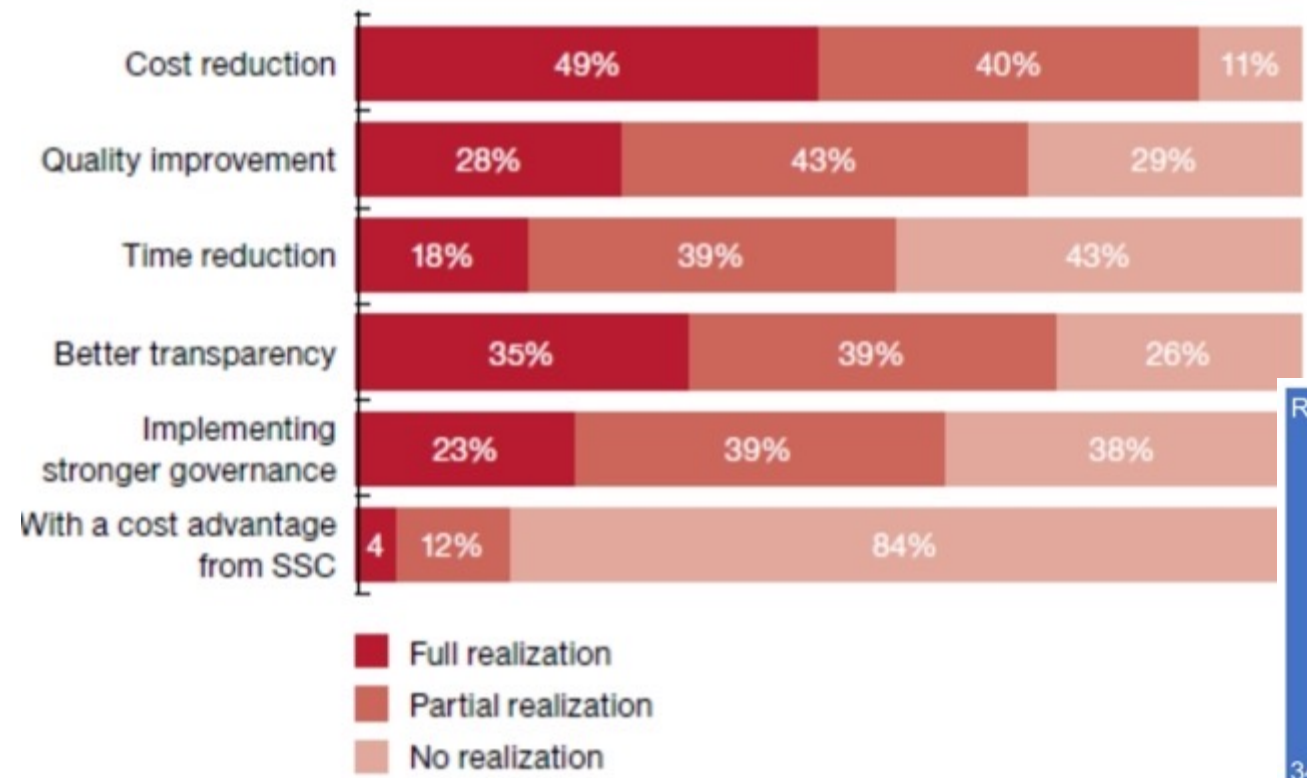
- Model bisnis yang berfokus penuh kepada kebutuhan pelanggan melalui ***shared responsibility process***.
- Bertujuan memberikan ***business insights*** yang membantu organisasi mengarah kepada *process improvements, leverage technology, better customer experience, effective and efficient process*
- Sehingga **pertumbuhan organisasi** menjadi jauh lebih baik.

# What make Shared Service different with Outsources Model?

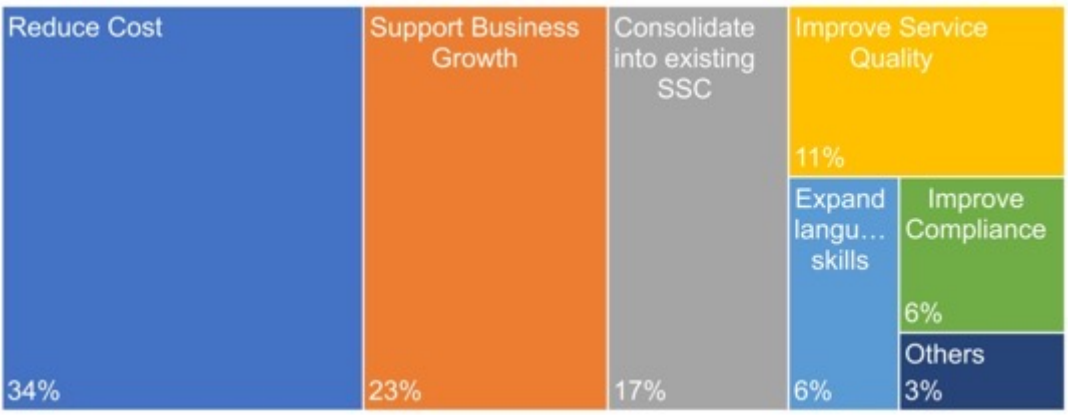
- *Responsibilities* dan *accountabilities* yang sangat jelas antara organisasi (customer) dan tim Shared Services
- *Business Agreements* sebagai *guideline* standarisasi *service delivery*, *service monitoring* dan mengarah kepada *excellent output quality*.
- *Leverage technology* lewat implementasi *process automation* yang menjadikan transaksi bisnis lebih akurat dan mengurangi risiko bisnis yang ada.
- Membantu proses-proses transaksi dalam organisasi jadi lebih efektif dan efisien
- Membantu organisasi (*customer*) dapat berfokus penuh pada *main core business* untuk bertumbuh lebih baik di masa yang akan datang.



# Shared Service Objectives



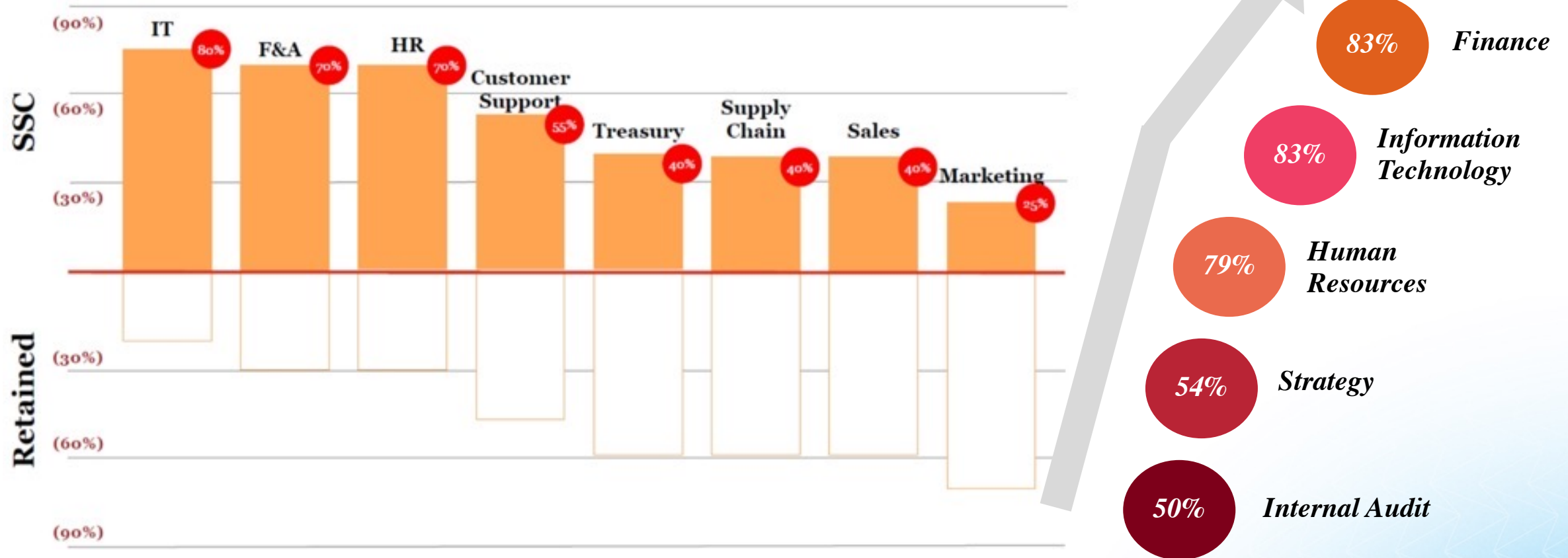
Source: PwC Shared Service Global Survey 2016



Source: Market Insight



# Shared Service - Best Practice Split



Source: PwC Shared Service Global Survey 2016

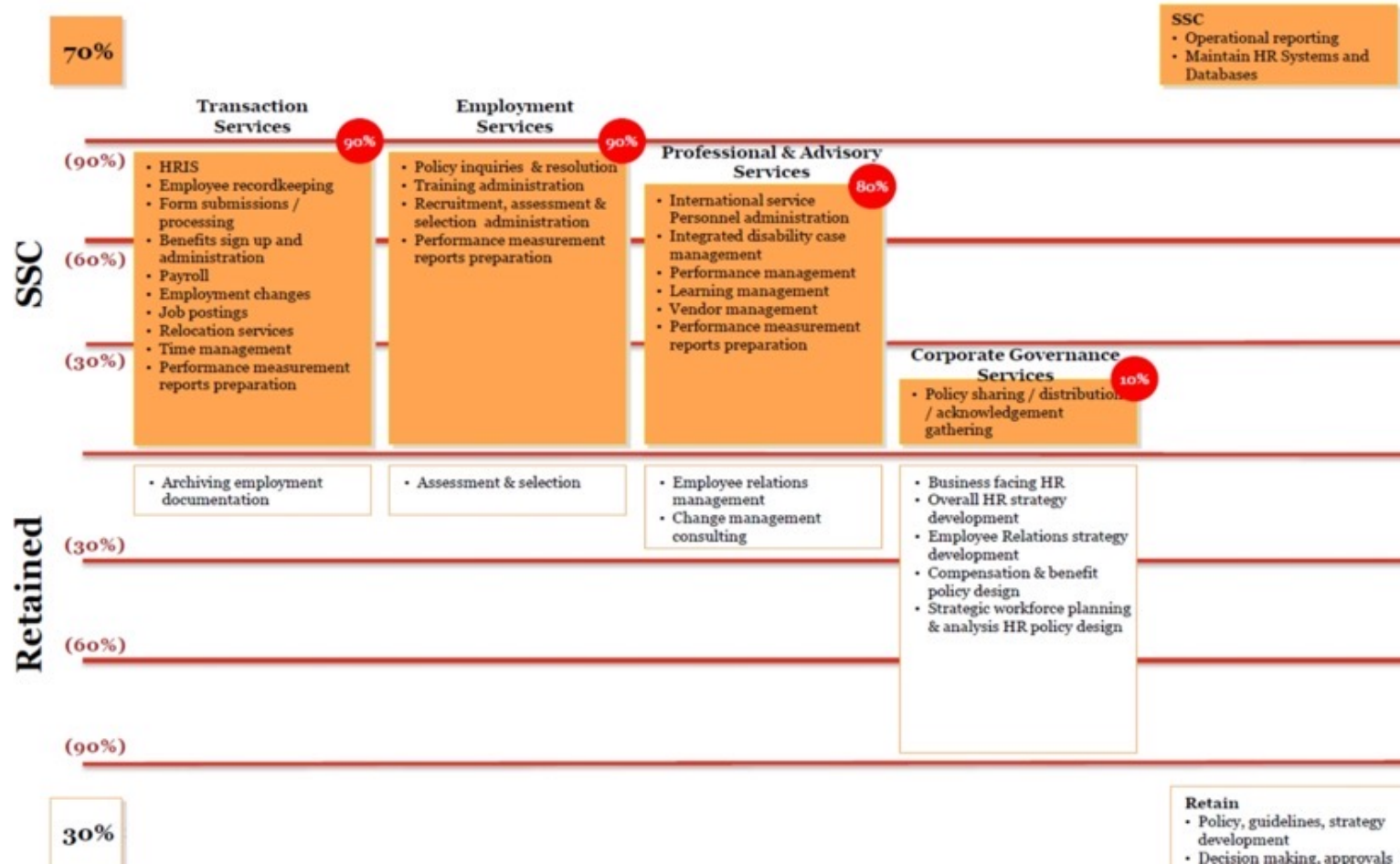
**Top 5 Functions  
migrated to the Shared Services**

Source: PwC Shared Service Global Survey 2016



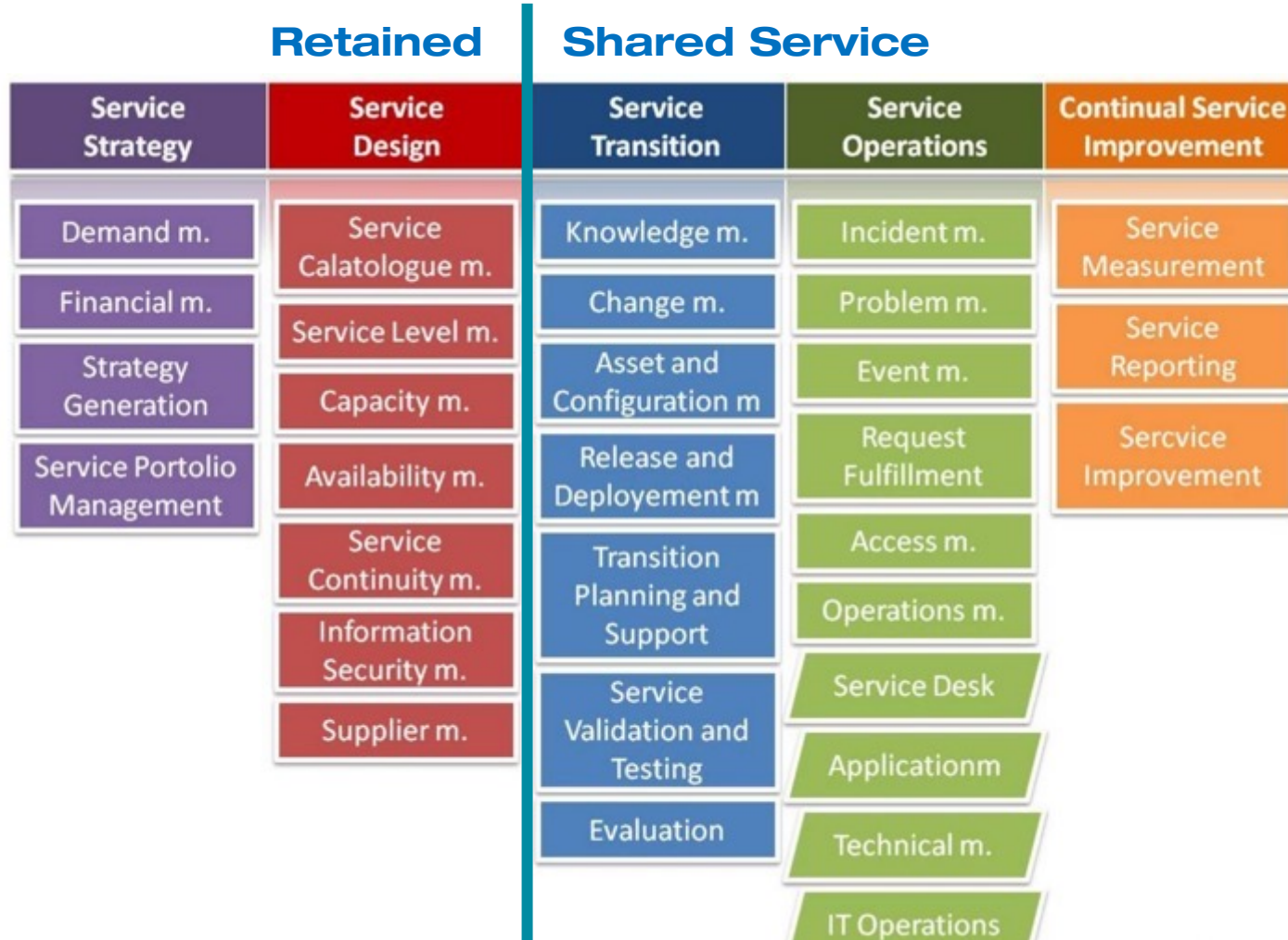


# Human Resources - Best Practice Process Split

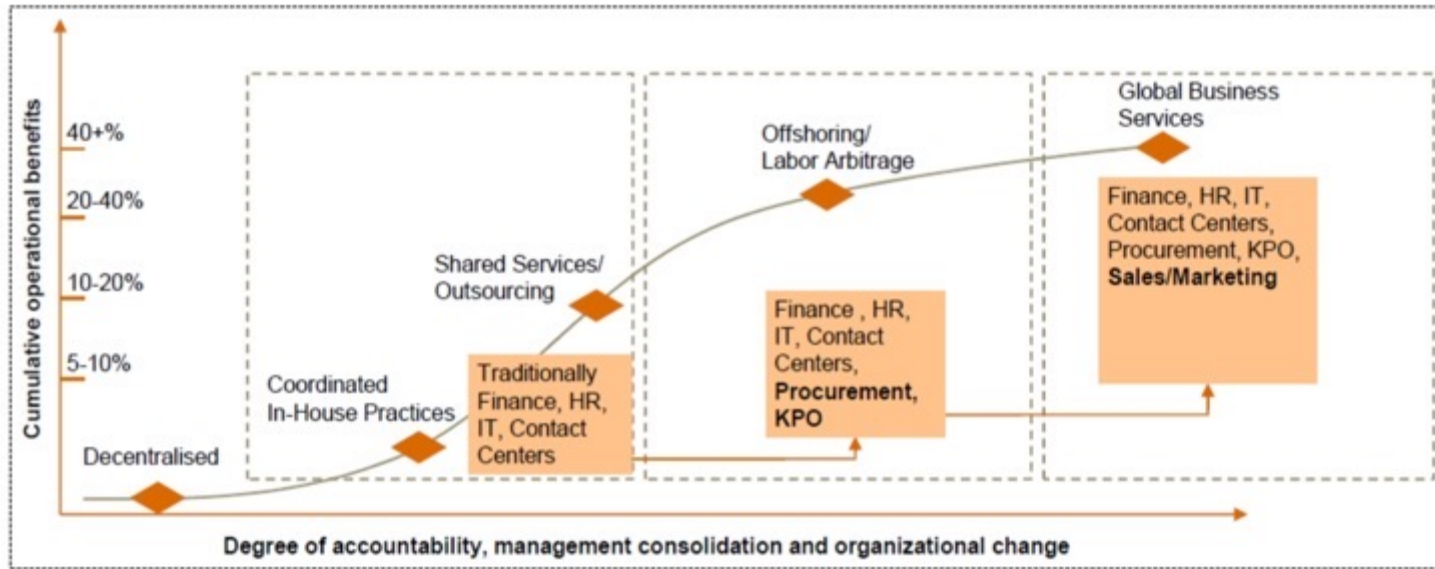


Source: PwC Shared Service Global Survey 2016

# IT – Best Practice Split

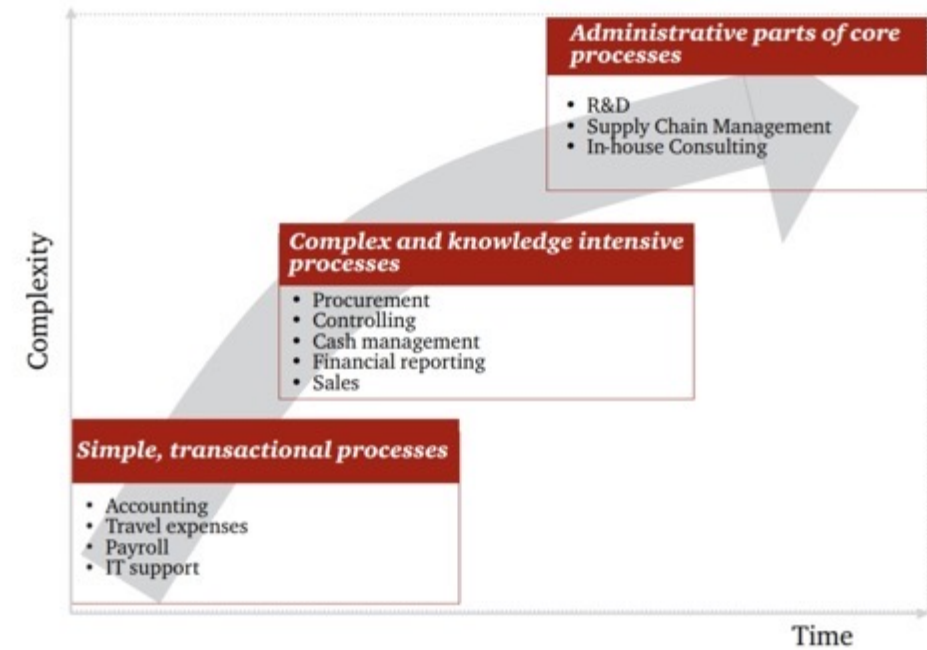


# Recent Development in Shared Services



- Most organizations have executed only limited consolidation of support functions with efforts focused mainly on siloed Finance, HR, IT, and contact centers
- Some leading organizations have established multi-function **Global Business Services** and fully leveraged savings derived from global sourcing, process improvement and standardization, and systems harmonization and simplification

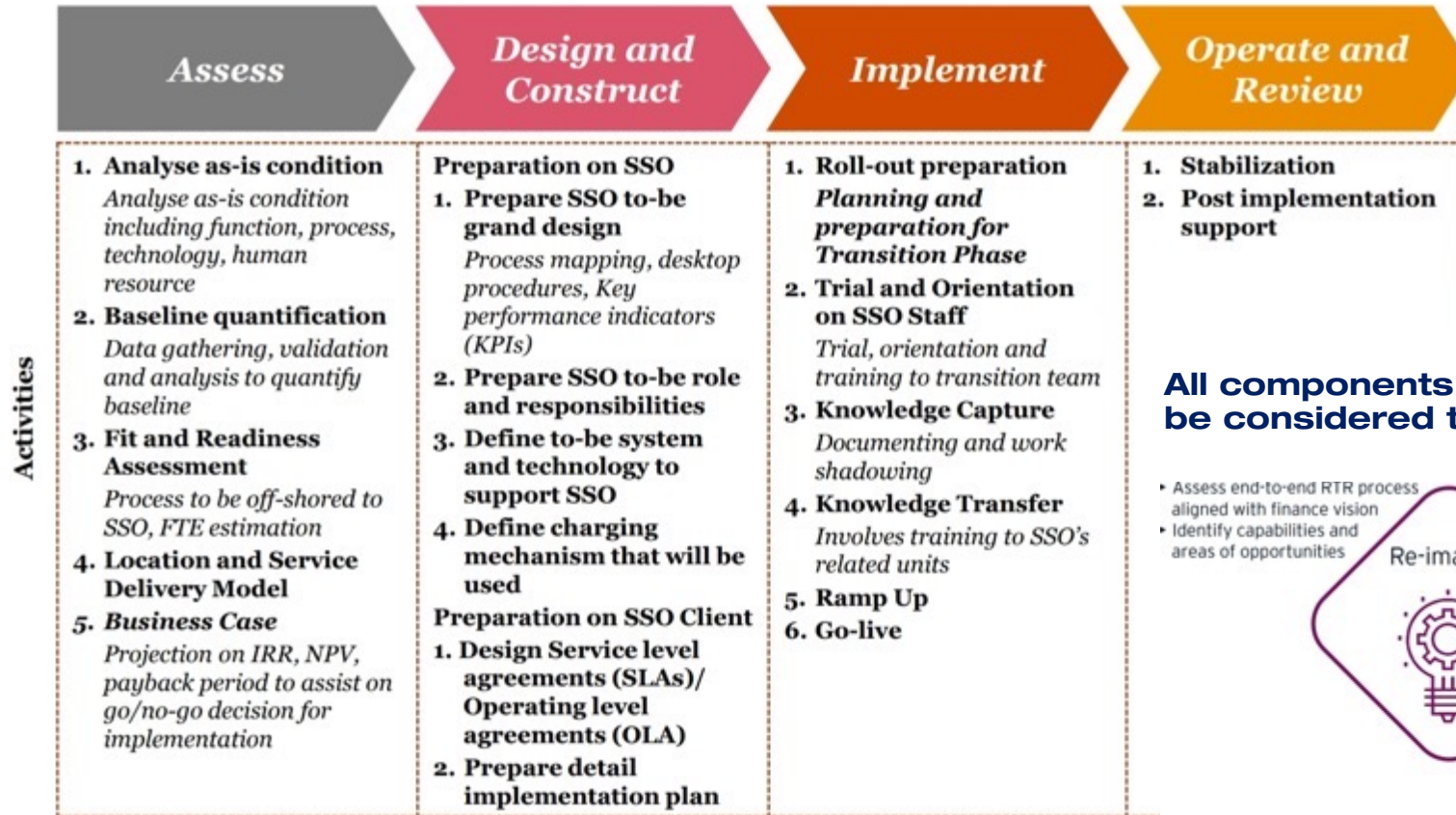
## Evolution of process migrated to Shared Services



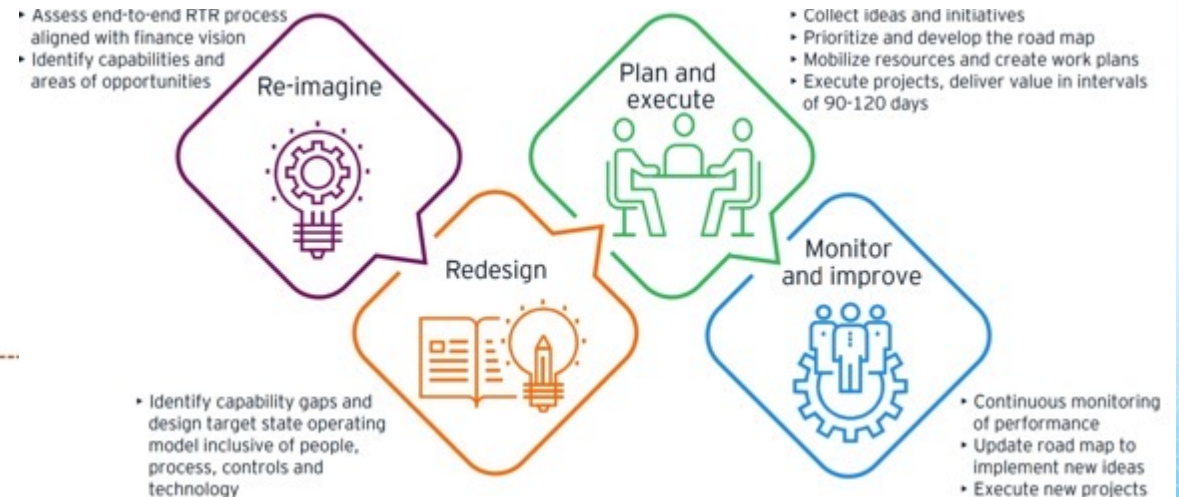
Source: PwC Shared Service Global Survey 2016



# Common Methodology



**All components of the finance operating model will be considered to achieve expected outcomes**



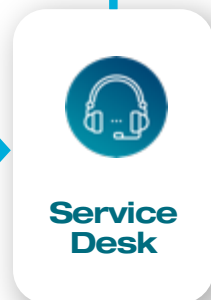
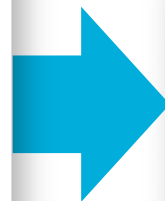
Source: PwC Shared Service Global Survey 2016

# 2 SISI as a Shared Services Provider

# SISI Shared Services



Customer



SISI Shared Service merupakan **solusi terpadu untuk seluruh proses bisnis** perusahaan, memberikan **single point of contact** dan **unified user experience** sehingga pelanggan dapat lebih fokus kepada hal-hal yang strategis.



# SISI Shared Services Tower



**Financial &  
Accounting  
Operation**



**Human  
Resources  
Operation**



**Purchasing  
Operation**



**IT Operation**



**Service  
Desk**



**Other  
Services**



**Master Data  
Management**



**Process  
Automation**



**Project  
Management**



**Sales &  
Marketing**



## SISI Shared Services Value Proposition

- ✓ Better and faster process through best practice adoption
- ✓ Continuous process and quality improvement
- ✓ Cost reduction

# SISI Shared Services Year in Review

(Data as of Jun '19 to Sep '20)



**99,85%**

Average SLA SSC Team.  
Target is 98% per annum.



**19.000++**

Tickets received and completed on  
its SLA period (*1 Business Day*)



**1.2 Mil.++**

Transaction processed on  
ERP platform.



**5.100++**

Calls handling



# Our Team



**Jemy Mustany**

*Operations Manager*

Six Sigma Yellow Belt  
Scrum Master  
Diploma in GBS (On Progress)  
5 Yrs Experience with Shared  
Services (Uber & LafargeHolcim)



**Berliana Situmorang**

*Assistant Manager (Procure to Pay)*

Six Sigma Yellow Belt  
Six Sigma Greenbelt (On Progress)  
6 Yrs Experience with Shared Services  
& Outsourcing



**Yosua Manulang**

*Assistant Manager (Finance)*

Certified Financial Process Associated  
(On Progress)  
4 Yrs Experience with Shared Services



**Yacoeb T. Hudoyo**

*Assistant Manager (Accounting)*

Certified Financial Process  
Associated (On Progress)  
4 Yrs Experience with Shared  
Services

# Business Report of SISI Shared Services (Sample Only)

Figure 1A - Posting Activity SLA (%)

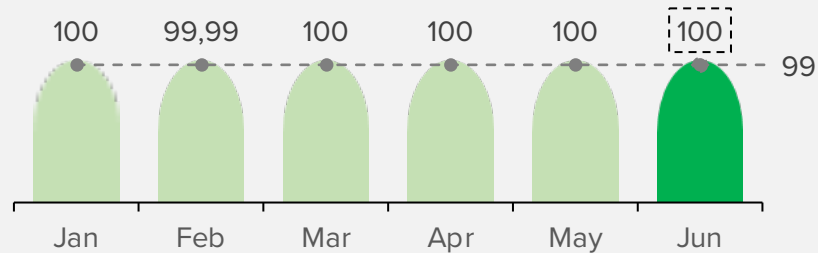
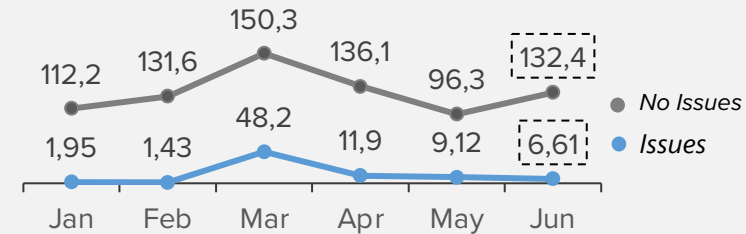


Figure 1B - Posting Records



**Average posting per day  
(21 business days):**

**662 per day**

Figure 2A - Clearing Activity SLA (%)

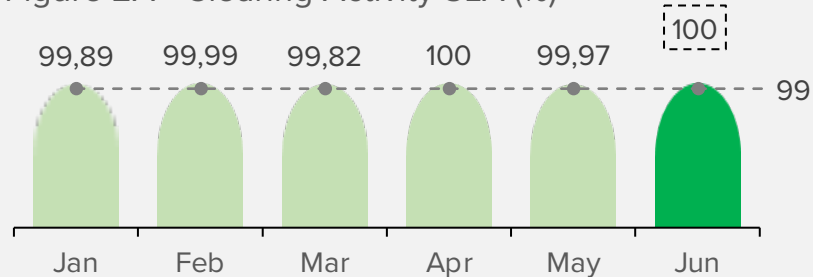
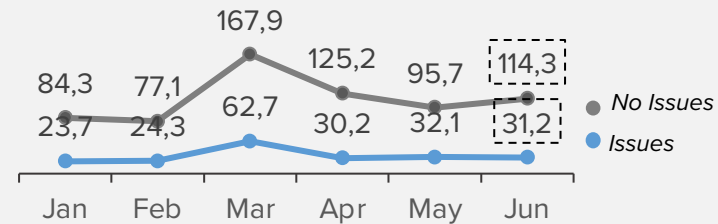


Figure 2B - Clearing Records



**Average Clearing per day  
(21 business days):**

**752 per day**

## Remark Over (661 Items) Posting Activity

With Exception:

- Delay Master Data - 1 Items
- Late User Request - 46 Items
- Incomplete Information – 614 Items

## Remark Over (3.129 Items) Clearing Activity

With Exception:

- Late Installment - 7 Items
- Incomplete Information - 269 Items
- Late Invoice – 877 Items
- Late User Request – 1.355 Items

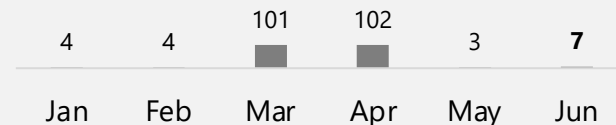
Without Exception:

- Late Clearing - 621 Items



- Number of Reverse Clearing
- 7 Mistakes
- Below Monthly SLA Target 0 Mistake

Figure 3 - Reverse Clearing



## Scheduled Reports

On time submitted  
scheduled reports

**100%**

Meet the target of 100%

# Business Report of SISI Shared Services (Sample Only)

Figure 1A – Invoice Processing Activity SLA

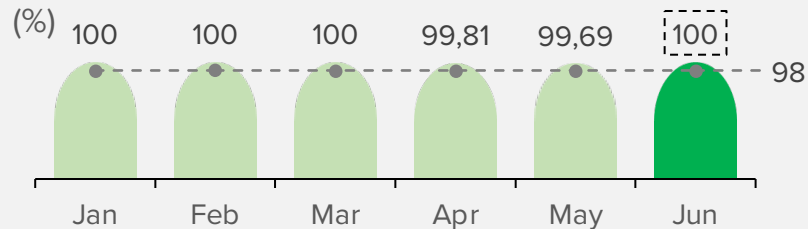
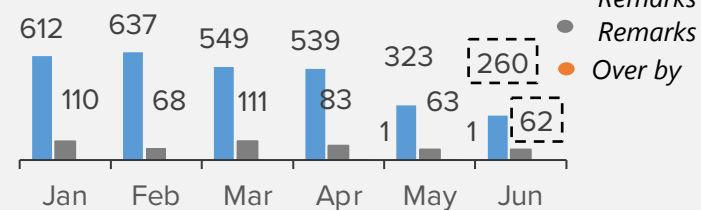


Figure 1B – Invoice Processing Records



## Number of Error

(Maximum is 4 per month for all of transaction processed):

**0 error**

Figure 2A - Ticket Activity SLA (%)

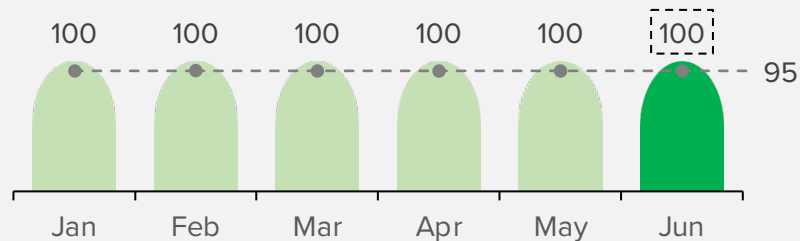
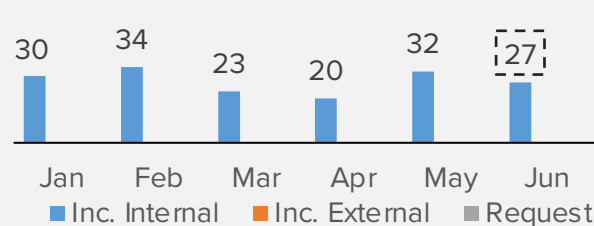


Figure 2B - Ticket Categories



## List Issue

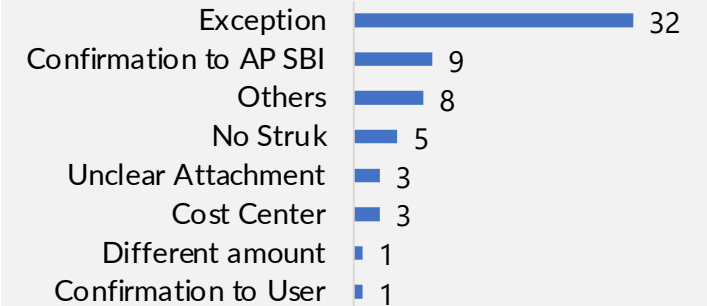


Figure 3A - Avg. Processing Day of Settlement

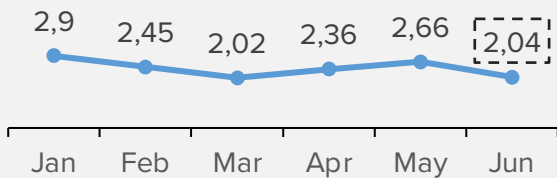
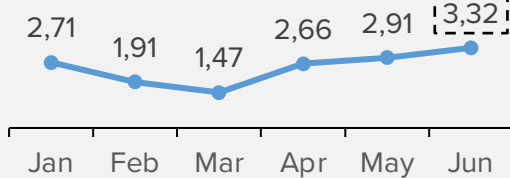


Figure 3B - Avg. Processing Day of Reimbursement





Average Posting  
Processed per day (21  
business days):  
**15 per day**





Average Ticket Solved  
per day (21 business  
days):  
**1 per day**



# In Depth Process Monitoring & Tracking

ServiceDesk Plus   Requests Problems Changes Projects Solutions

Incident Catalog Service Catalog Quick Actions Desktop Central MDM Advanced Analytics

Change ID : 3332   View Edit Add Actions Status Actions

## SAP QM : Perbaikan Nilai Kolom Harga dan Jumlah Pembayaran

Requested by : ARNAZ WIDODO

Scheduled End Time : Nov 27, 2020 11:59 PM

Planning In Progress








Submission Planning Approval Implementation(0/1)





### CAB Recommendation









☐ Send For Recommendation

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E-mail : ANON.SULISTYO@sig.id

☐  ASRI WAHJUSUKRINO, ST  
E-mail : ASRI.WAHJUSUKRINO@sig.id

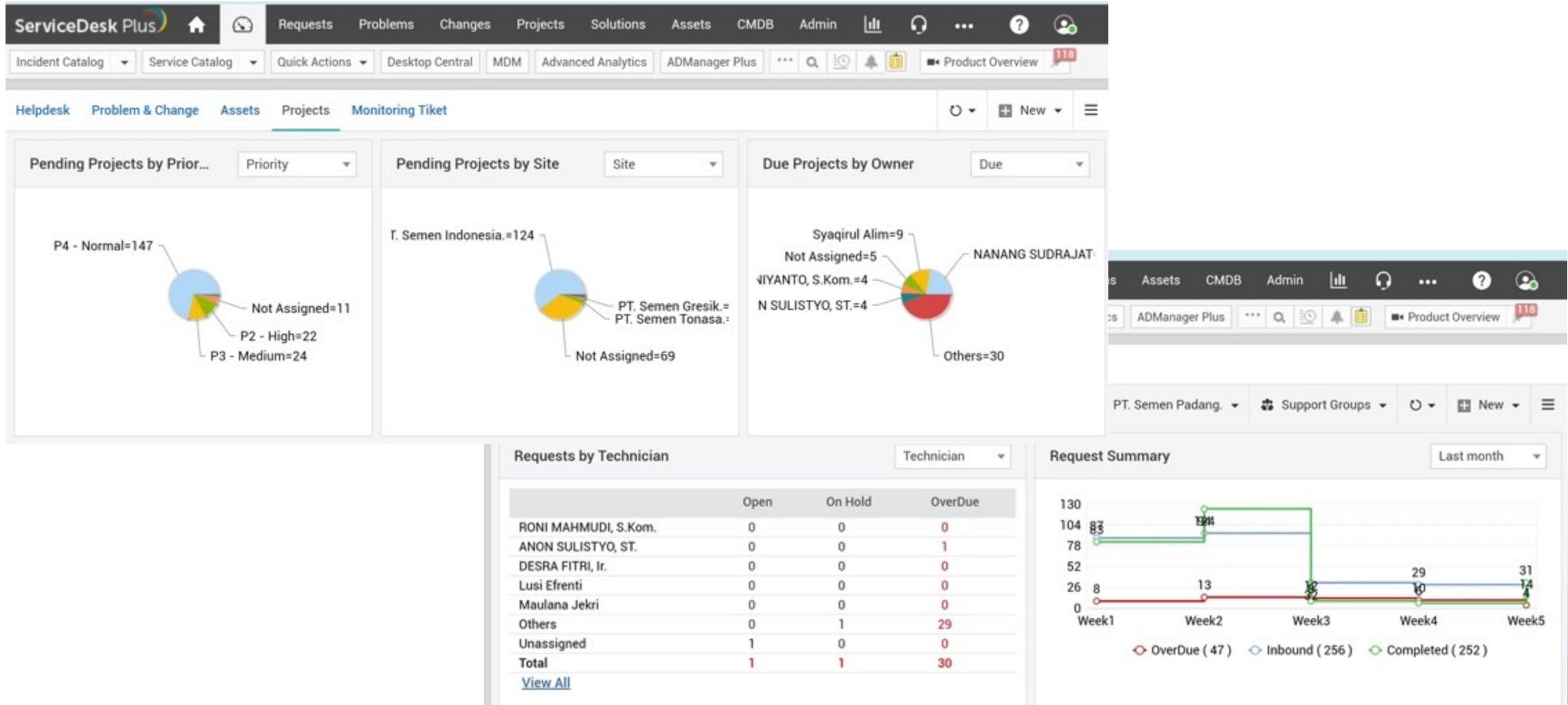
ServiceDesk Plus   Requests Problems Changes Projects Solutions Assets CMDB Admin     

Incident Catalog Service Catalog Quick Actions Desktop Central MDM Advanced Analytics ADManager Plus     Product Overview 118

All Requests      25 1 - 25 of 171173   All Tasks 52799 

Status	Created Date	Site	Priority	Group	Item	Subcategory
In Progress	Nov 17, 2020 10:0...	Solusi Bangun Ind...	P2 - High	ITSC EUS L...	Antivirus	01. Incident Security
In Progress	Nov 17, 2020 10:0...	Solusi Bangun Ind...	P2 - High	ITSC EUS L...	Antivirus	01. Incident Security
In Progress	Nov 17, 2020 10:0...	PT. Semen Indone...	P5 - Low	Preventive ...	Server	Preventive Mainte...
In Progress	Nov 17, 2020 10:0...	PT. Semen Indone...	P5 - Low	Preventive ...	Server	Preventive Mainte...
In Progress	Nov 17, 2020 10:0...	PT. Semen Indone...	P5 - Low	Preventive ...	User Device	Preventive Mainte...
In Progress	Nov 17, 2020 10:0...	PT. Semen Indone...	P5 - Low	Preventive ...	User Device	Preventive Mainte...
In Progress	Nov 17, 2020 10:0...	PT. Semen Indone...	P5 - Low	Preventive ...	Server	Preventive Mainte...
In Progress	Nov 17, 2020 10:0...	PT. Semen Indone...	P5 - Low	Preventive ...	-	Preventive Mainte...
In Progress	Nov 17, 2020 10:0...	PT. Semen Indone...	P5 - Low	Preventive ...	User Device	Preventive Mainte...

# Performance Dashboard



# SLA Tracking

The screenshot displays the ServiceDesk Plus interface. The top navigation bar includes tabs for Requests, Problems, Changes, Projects, Solutions, Assets, and Admin. Below this, a secondary bar contains links for Incident Catalog, Service Catalog, Quick Actions, Desktop Central, MDM, Advanced Analytics, and ADManager Plus. The main content area shows a request titled "#209977 Preventive Database" by Syaquirul Alim, dated Nov 17, 2020, with a due date of Feb 17, 2021. The "Time Analysis" tab is selected, showing a table with Request SLA and Actual Time Spent. The Request SLA table indicates "No SLA Available" for Response Time and 2160 hours for Resolution Time. The Actual Time Spent table shows 10 minutes for both Group and Technician. Below the tables, a "Time Elapsed Analysis - Status, Group and Technicians" section shows a progress bar for Status (In Progress) and a bar for Group.

**ServiceDesk Plus**

Incident Catalog Service Catalog Quick Actions Desktop Central MDM Advanced Analytics ADManager Plus

← Edit Assign Actions Reply Timer < >

#209977 Preventive Database  
by Syaquirul Alim on Nov 17, 2020 10:00 AM | DueBy : Feb 17, 2021 10:00 AM

Details Resolution Tasks Work Logs **Time Analysis** History

Request SLA		Actual Time Spent	
Response Time	Resolution Time	Group	Technician
No SLA Available	2160 hours	10 minutes	10 minutes

**Time Elapsed Analysis - Status, Group and Technicians**

Status

Group



# Operating Principles



## Business Agreements

- **Organization Level Agreements (OLA)**  
Prosedur yang mengatur tentang hal-hal yang datang dari *client* (*approval, supporting documents, dsbnya*).
- **Service Level Agreements (SLA)**  
Prosedur yang mengatur tentang layanan (*end-to-end, duration, execution*) kepada setiap *requests* yang dikirimkan oleh *client*.

# Data Management Principles



**Enterprise  
Google Drive  
Platform**



**Enterprise  
OneDrive  
Platform**



**Enterprise Cloud  
Platform**



**Cabinets; Archive  
(Offline)**



**Identify, Confirm  
and Protect  
Regulated Data**



**Control Access to  
Data and Networks**



**Secure Devices**



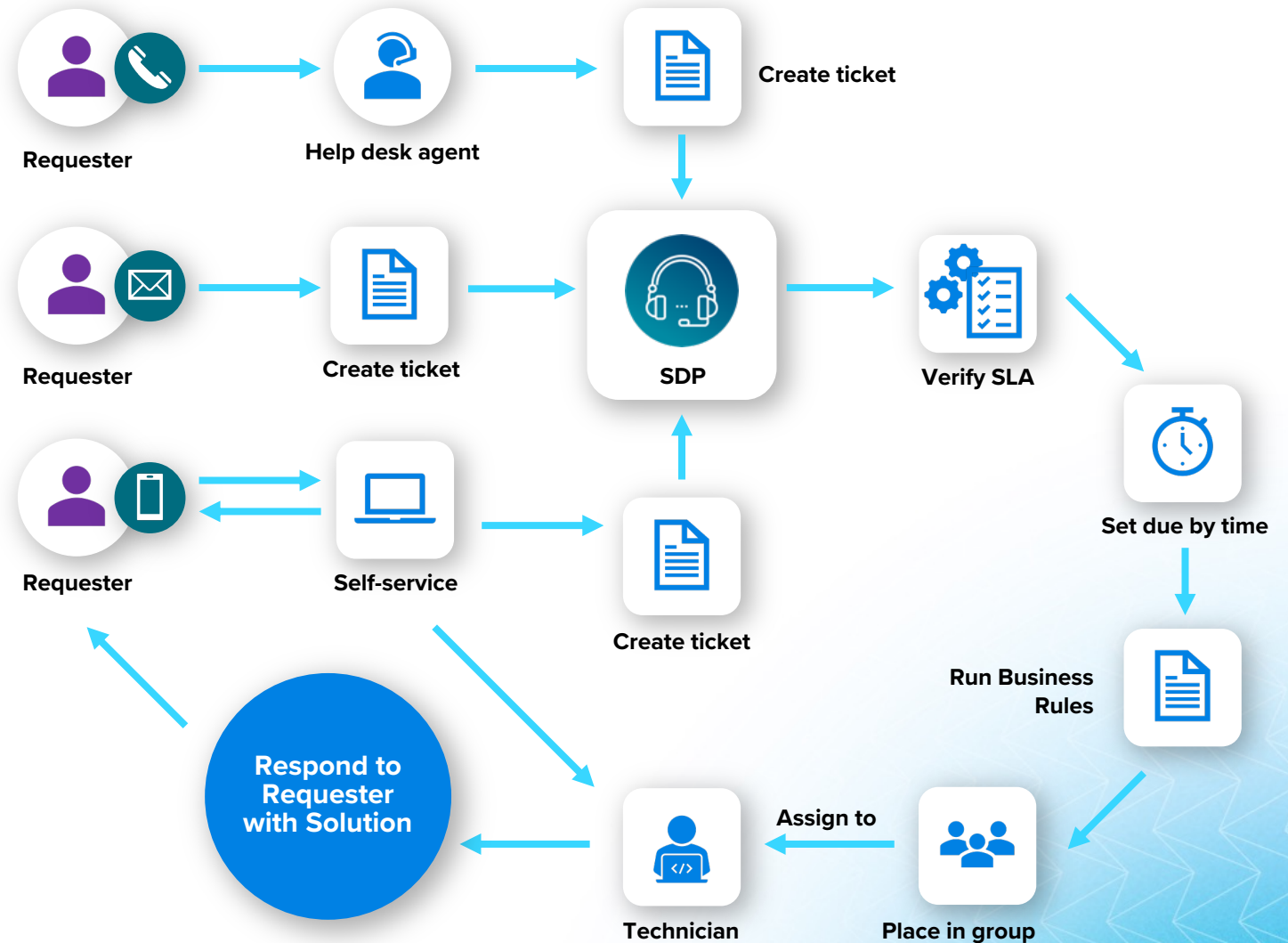
**Develop with Proof  
of Compliance**



**Employee  
Compliance  
Training**

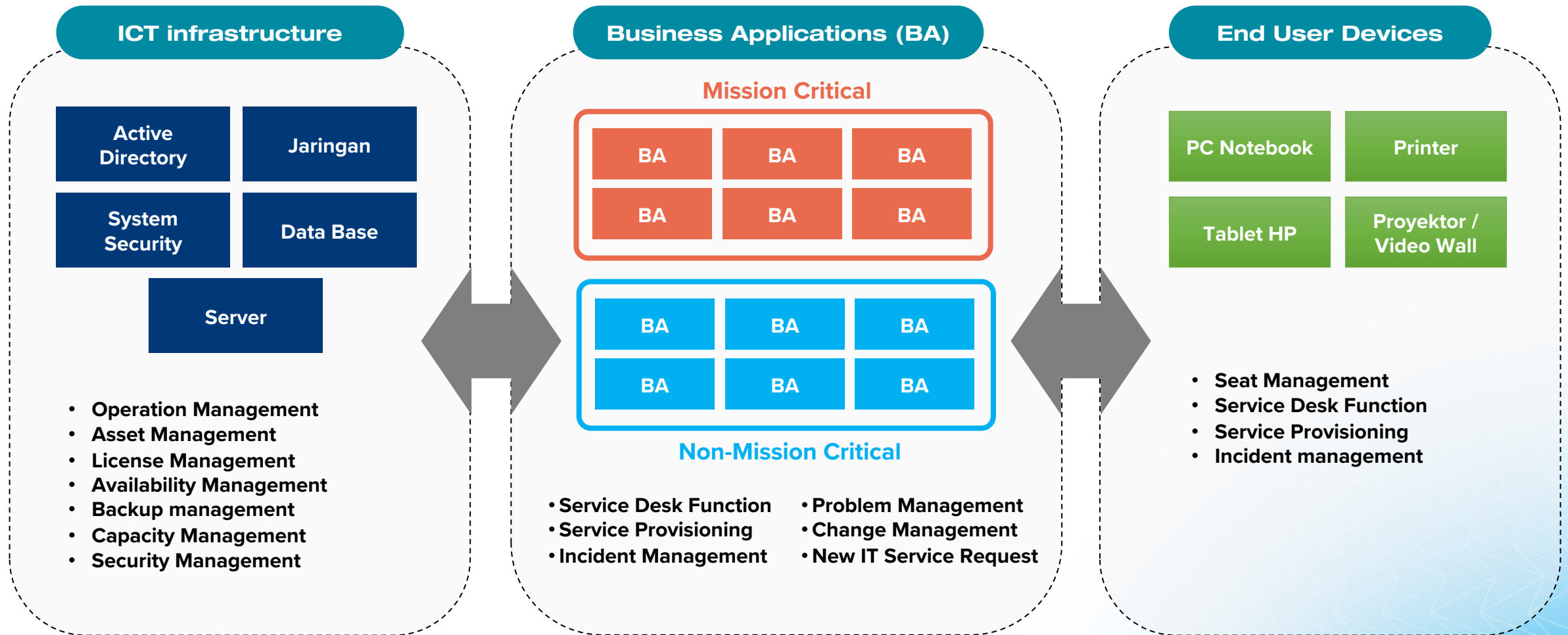
# Service Desk Function

- Manage Inquiries
- Manual Routing for Service Request
- Calls Support
- Customer Satisfaction Survey





# Service Portfolio





Shared Services Tower

# Master Data Management

- **Material Master Data**
- **Service Master Data**
- **Contract Master Data**
- **Vendor Master Data**
- **Master Data Creation**
- **Master Data Cleansing**
- **Master Data Extension**
- **All Master Data Reports**
- **Master Data Requester**
- **Workflow and Document Management Consulting**
- **Customer Master Data**
- **Finance Master Data**

Legend: Performed by Shared Services | Mixed Performed | Performed by Client



Shared Services Tower

# Human Resources

- **Candidate Searching/ Pooling**
- **Recruitment & Selection**
- **Hiring/ Onboarding**
- **Internal Transfer**
- **Termination**
- **Compensation & Benefits**
- **Travel & Expenses**
- **Employee Master Data**
- **Training Administration**
- **Access & Tools Request**
- **Employee Reference**
- **Absenteeism & Payroll**
- **Total Rewards**

**Legend:** Performed by Shared Services | Mixed Performed | Performed by Client





Shared Services Tower

# Accounting - Accounts Receivable

(Order to Cash)

- **Perform A/R Clearing**
- **Perform Customer Ledger**
- **Account Reconciliation**
- **Perform Root Cause Analysis**
- **A/R Aging Report**
- **Provision Doubtful Accounts**
- **Billing & Invoicing**
- **Collection**
- **Credit Control**

Legend: Performed by Shared Services | Mixed Performed | Performed by Client



Shared Services Tower

## Accounting - General

(General Accounting, Fixed Asset, Consolidation)

- Process Journal Entry
- Bank Reconciliation
- Inter/ Intra Company Reconciliation
- Fixed Asset Accounting
- Product Costing
- Inventory Accounting
- Supporting Reports
- Manage Inquiries
- Consolidation & Reporting
- Management Reports

Legend: Performed by Shared Services | Mixed Performed | Performed by Client



Shared Services Tower

## **Procure to Pay** (Procurement)

- **Standard Reports**
- **All PO Related Reports**
- **Disputes Inquiries**
- **Delivery Monitoring**
- **RFx Event**
- **Award Business to Shortlisted Supplier**
- **Negotiate Quotation**
- **Procure via PO**
- **Validate Supplier Compliance**
- **Generate Contracts**
- **Record Receipt of Goods & Services**
- **Generate Spend & Saving Reports**

**Legend:** Performed by Shared Services | Mixed Performed | Performed by Client



Shared Services Tower

## Procure to Pay – Accounts Payable

- Index Invoices
- Perform 2, 3 Way Match
- Vendor Inquiries
- AdHoc Reports
- Resolve Inquiry/ Disputes
- Root Cause Analysis
- Invoice Receive
- Invoice Scan
- Archive Invoice
- Generate Standard Reports

Legend: Performed by Shared Services | Mixed Performed | Performed by Client





Shared Services Tower

## Others - Performance & Reporting

- **Business Performance Report**
- **Business Report Dashboard**
- **Business Insights**
- **Root Cause Analysis**
- **Business Documentations**

**Legend:** Performed by Shared Services | Mixed Performed | Performed by Client



Shared Services Tower

## Others - Internal Control System

- **Business Controlling**
- **Periodical Process Testing**
- **Segregation of Duty**
- **Quality Assurance**

**Legend:** Performed by Shared Services | Mixed Performed | Performed by Client

# Our Satisfied Customer





## For further information please contact

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**marketing@sisi.id** (*Business Inquiry*)

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# Embrace Digital Transformation with Us!

**#DXwithSISI**

***Terima Kasih***



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