

Tomorrow's Glasgow

shaping the future

Multi Location; Multi Function Shared Services in Glasgow

Customer & Business Services (CBS)



"Here he is Edward Bear, coming downstairs now, bump, bump, bump, on the back of his head, behind Christopher Robin. It is, as far as he knows, the only way of coming downstairs, but sometimes he feels that there really is another way, if only he could stop bumping for a moment and think of it"

Employees involved

■ Over 20 years in shared services

■ Multi industry

- Oracle; RBS; RMC; Sanmina/SCI; Glasgow City

■ Multi function

- Finance; HR; Contact; Other

■ Multi location

- Sharing, standardising, simplifying but in many locations

■ Lots of mistakes and lots of learning

Keep it
Simple



Automate

Respond to customers

“ I've failed over and over and over again in my life
and that is why I succeed. ”


Michael Jordan



FINANCE
P2P
O2C
Finance
Support



HR
Recruitment
Training
Employee
Contact
Payroll



CONTACT
2m calls p.a.
Grants
First point of
contact for
Social Work



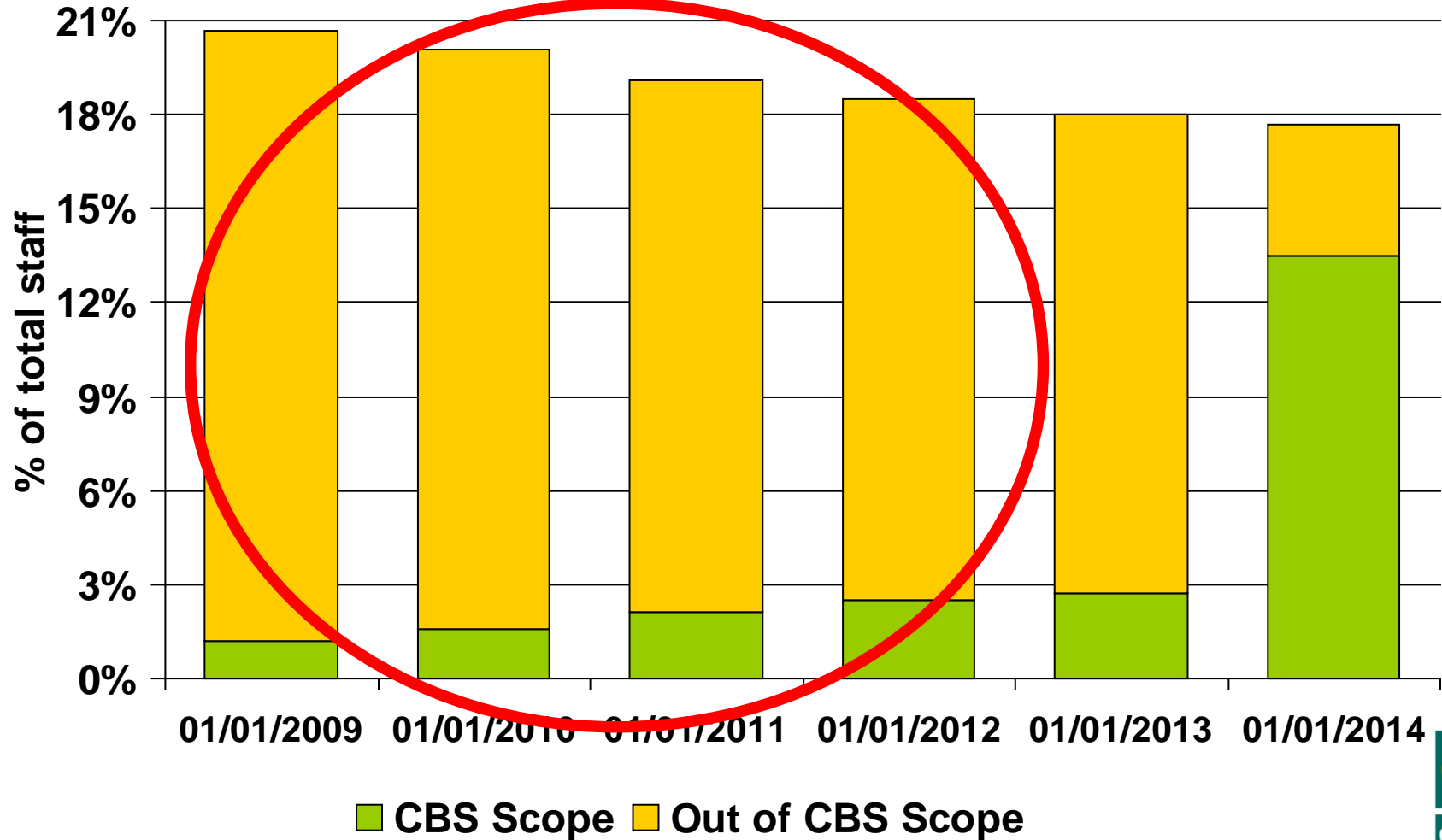
SPECIALIST
Licensing
Registrars
Political support



**OFFICE
SERVICES**
Secretarial &
other support
to front line
services

2600+ people
300+ locations

Support Services in Glasgow



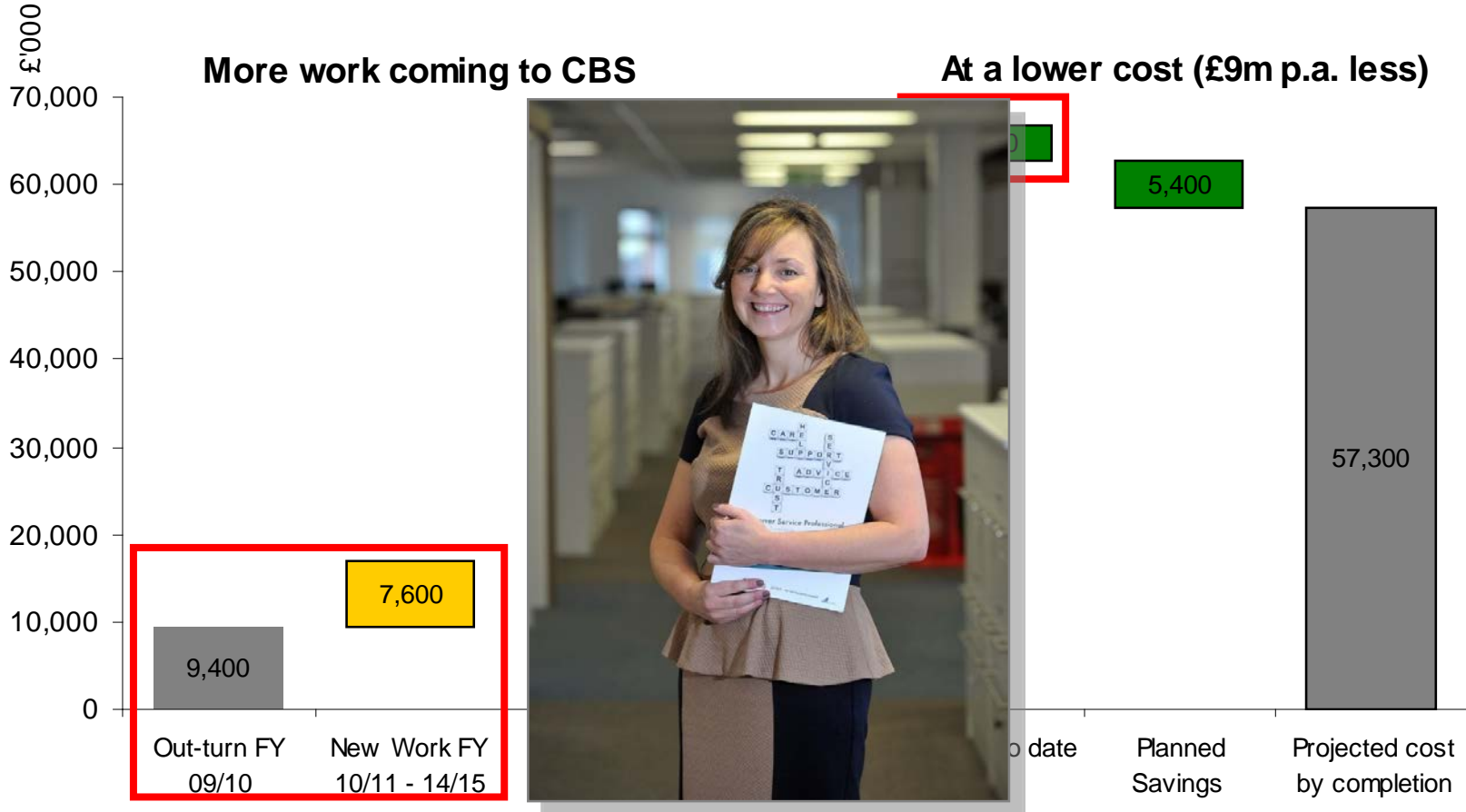
Tomorrow's **Glasgow**
shaping the future

25% reduction in support
service staff in 5 years



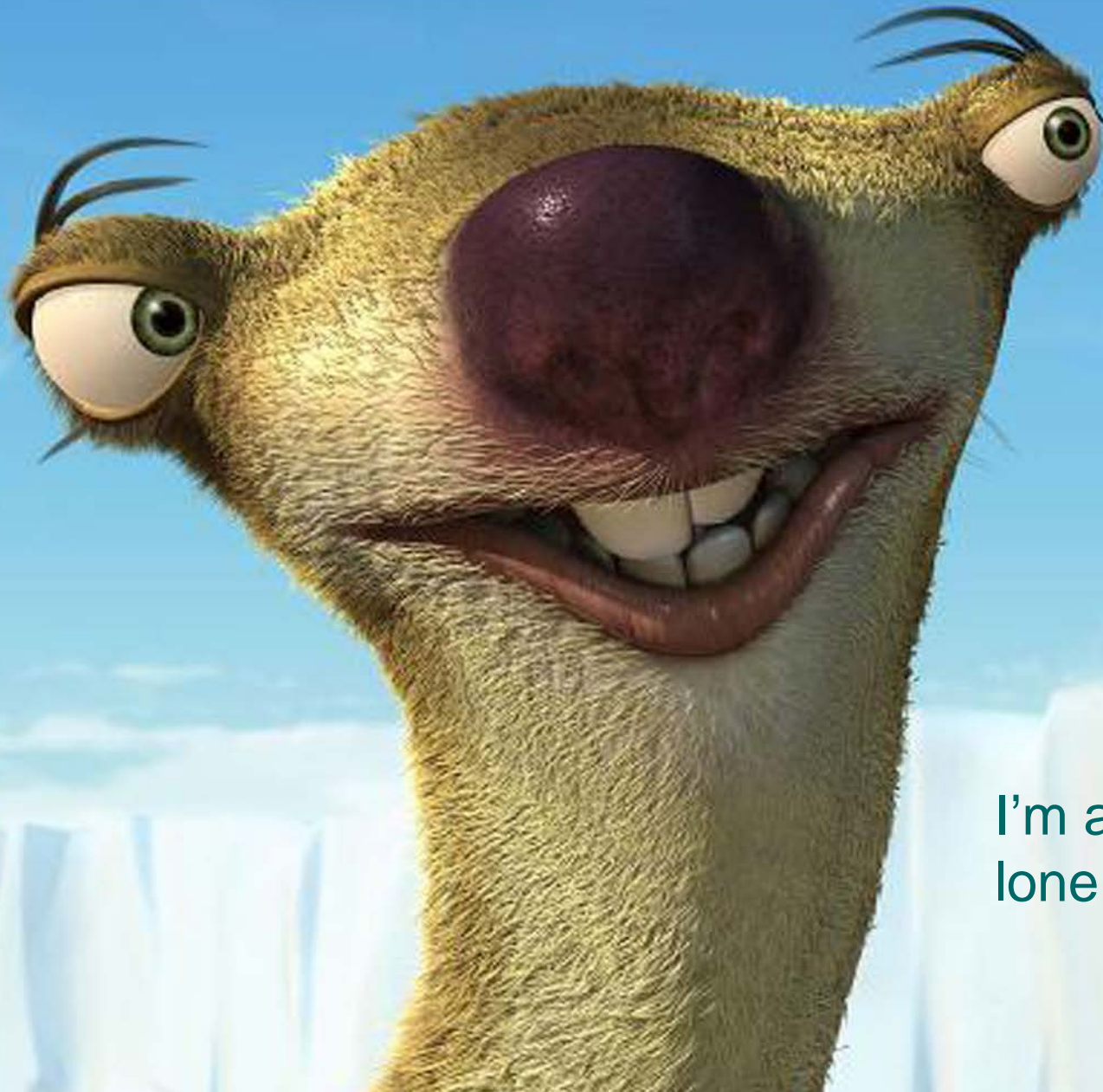
More work coming to CBS

At a lower cost (£9m p.a. less)



“ “ When you have completed 95% of your journey, you are only half-way there. ” ”

Japanese Proverb



I'm a lone lonely
loner all alone.

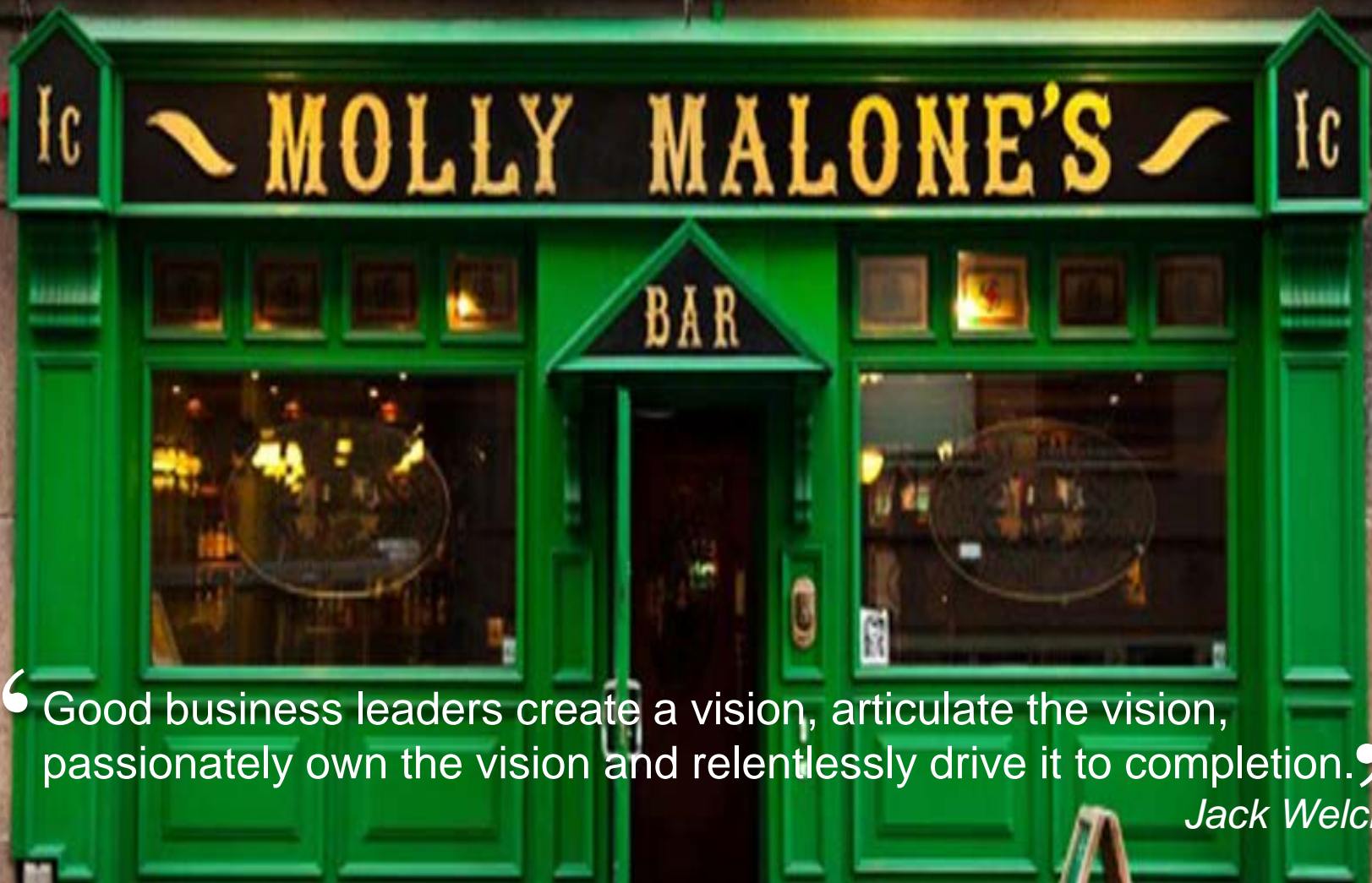
Sid the Sloth

● Five Lessons Learned...



“Those who cannot remember the past are condemned to repeat it.”

George Santayana



“ Good business leaders create a vision, articulate the vision, passionately own the vision and relentlessly drive it to completion. ”

Jack Welch

“ Find the good. It's all around you. Find it, showcase it, and you'll start believing in it. ”

Jesse Owens



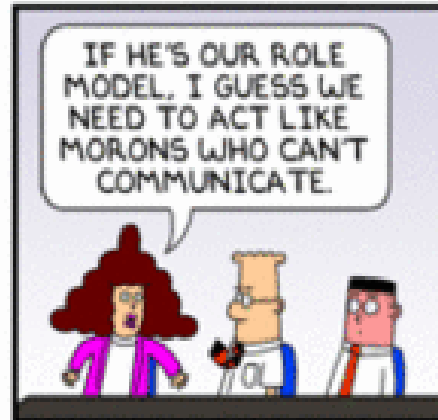
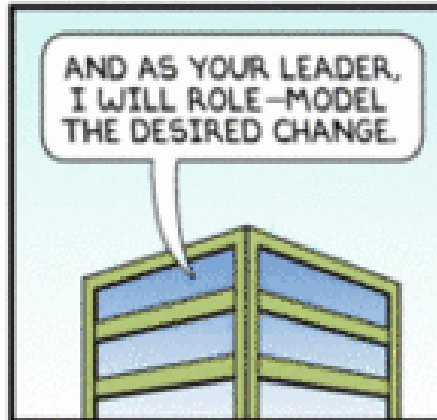


“Success is not final. Failure is not fatal. It is the courage to continue that counts.”

Winston Churchill



“Some priorities are more of a priority than others – platinum processes.”



#bestsharedservicesever?



Thank you!

