

_VOIS

FROM
REIMAGINING
TO REENGINEERING

DELOITTE
SHARED SERVICES CONFERENCE
2021

Sara Heuer



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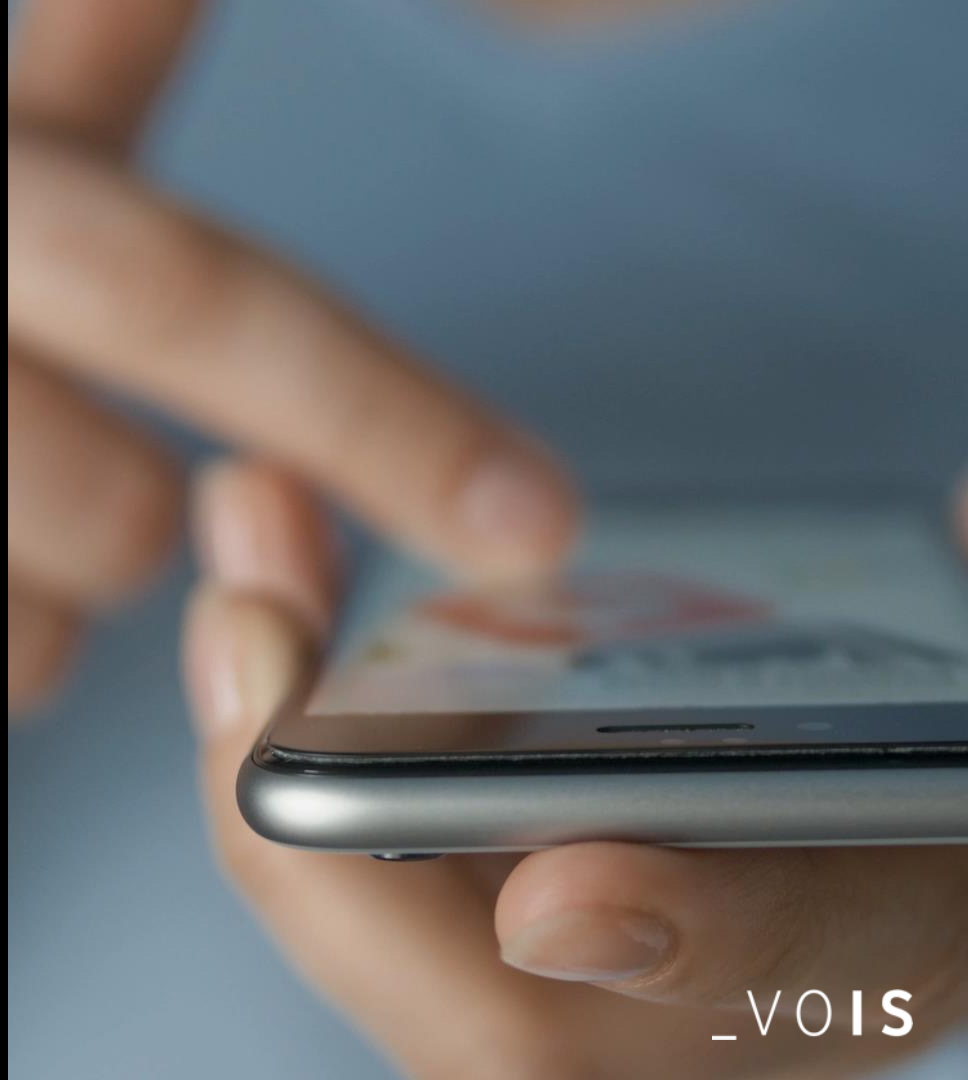
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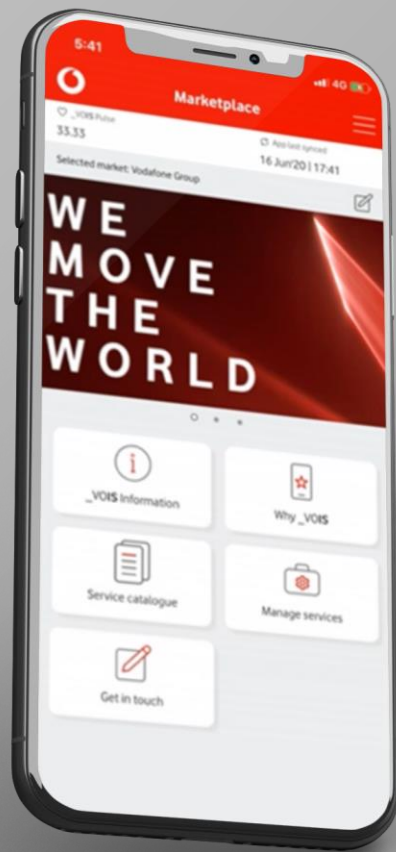
**SCALING
@ SPEED**

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The agility to do things
at our customers'
pace



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Providing tools and
services
at an incremental cost
that tends towards zero

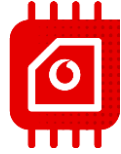


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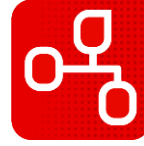
Google Cloud

**Nucleus
Data Ocean**



**Location
agnostic
3A model**

AI
Automation
Analytics



**End-to-end
digitised
processes**



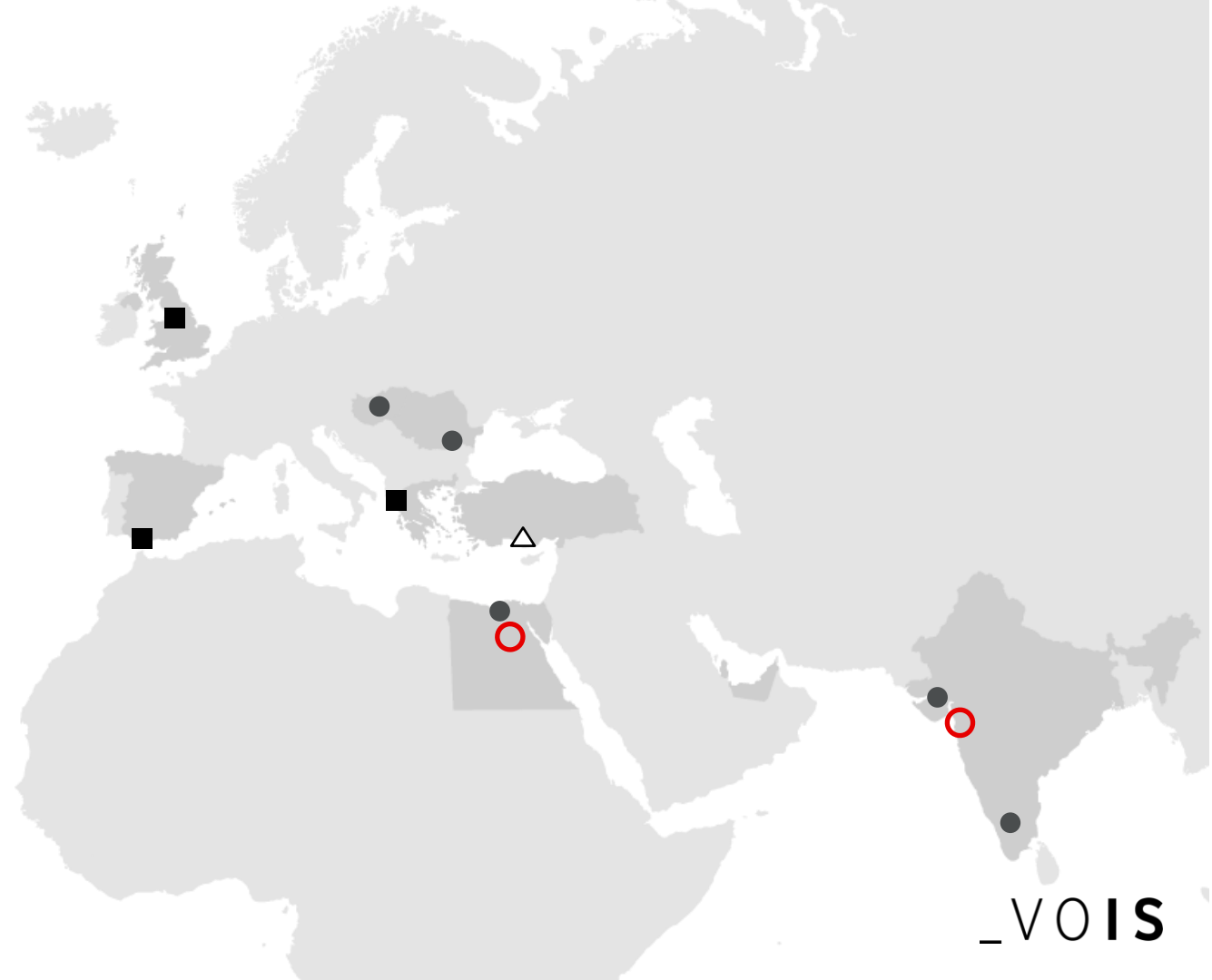
**Future ready
talent**

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LM

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- HUB
- SPOKE
- △ SATELLITE
- SKILLS HUB



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The world never stands still.
Neither do we.

In today's rapidly changing landscape, companies can only survive by moving forward, fast. Testing new ideas, spreading fresh thinking, driving innovations and improving processes.

It's a world we know well. **After all, we shape it.**

We move the world forward every day. We're a team of highly skilled individuals sitting at the heart of the company, united by the spirit of collaboration.

Bringing energy and **speed** to everything we do and **everyone** we serve, we power our business and **our customers** towards a new digital world.

A world that's **full of opportunities.**

A world of technological, economic and social progress.

A world that **never stops.**

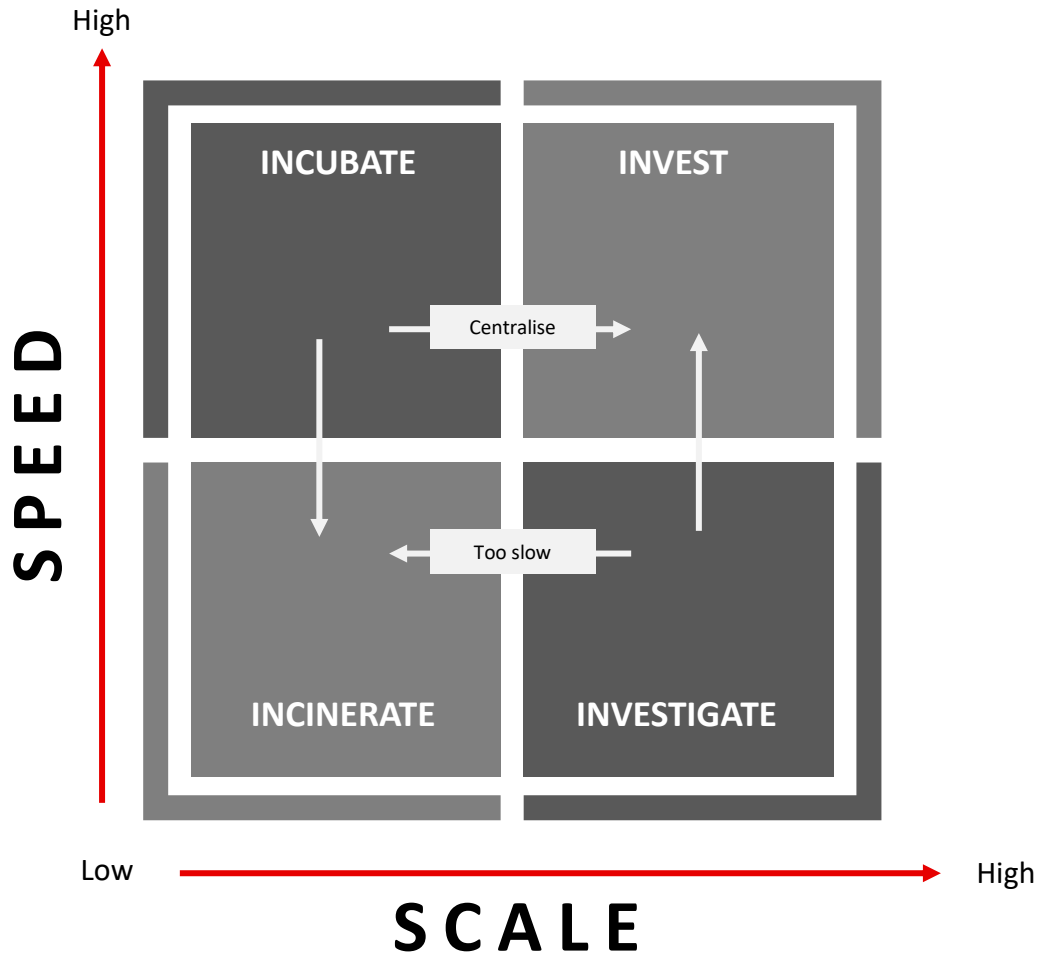
Which is why we don't either.

We're **always moving.**
Come and move with us.



#MOVEWITHUS







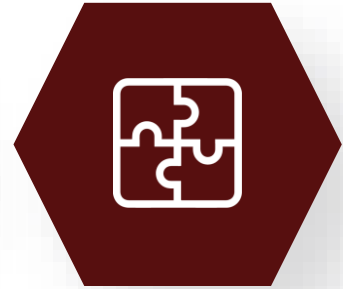
**EARN CUSTOMER
LOYALTY**



**CREATE
THE FUTURE**

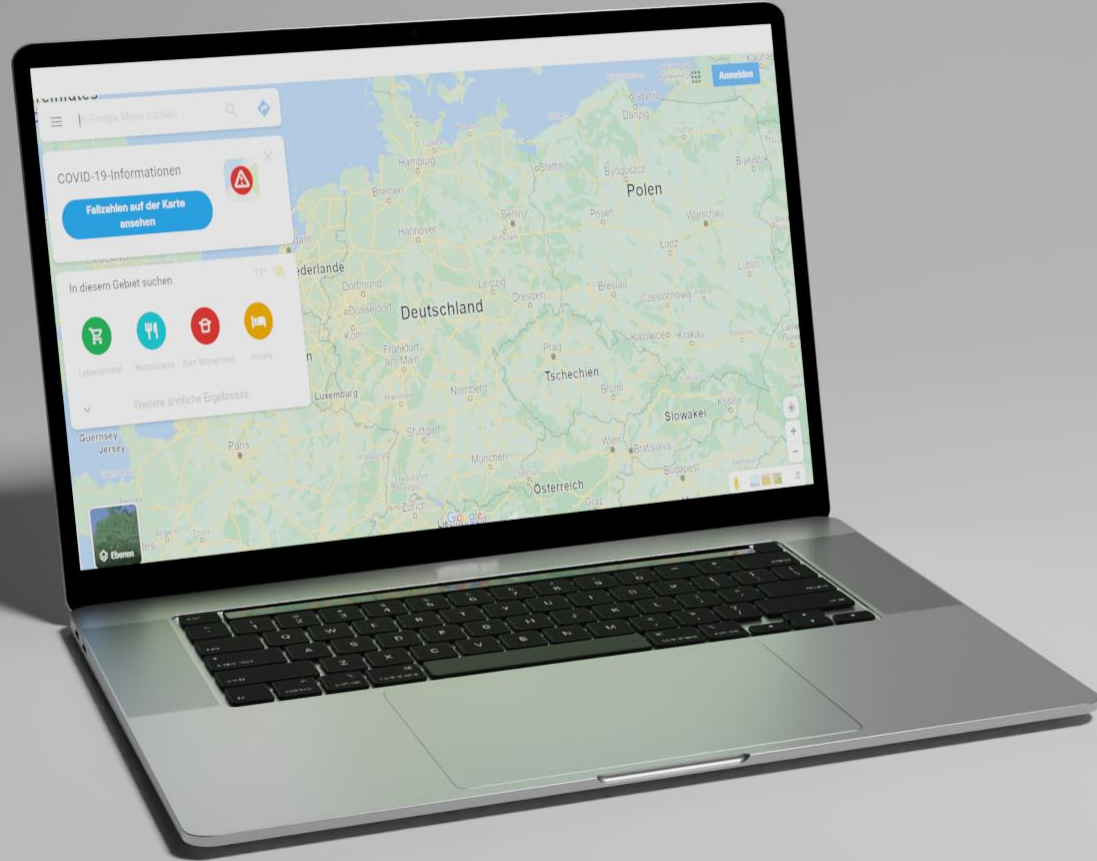


**EXPERIMENT,
LEARN FAST**

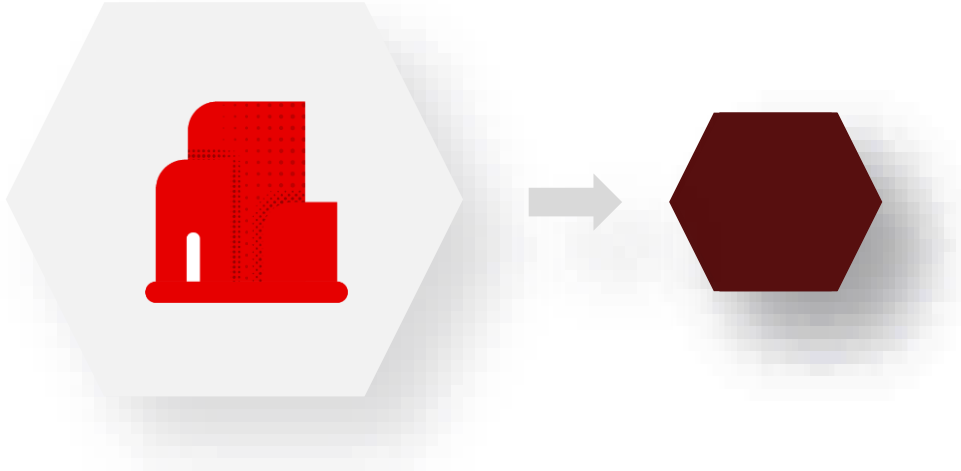


**GET IT DONE,
TOGETHER**

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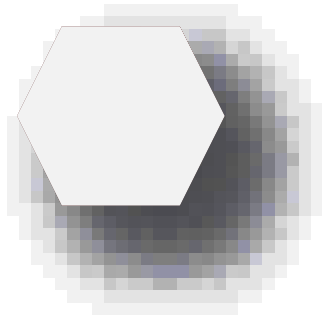
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**UTILISING GCP
DATA OCEAN**



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Call volume

2964 ↓

Forecasted: 9678

Average handling time

495 s ↓

Forecasted: 357 s

Service level

93 % ↑

Forecasted: 84 %

Abandon Rate

0 % ↓

Forecasted: 2 %

Overview

■ Actual met
 ■ Actual missed
 ■ Met forecast without levers
 ■ Missed forecast without levers
 ■ Met forecast with levers
 ■ Missed forecast with levers
 ■ No Data

Average handling time Service level

🔔

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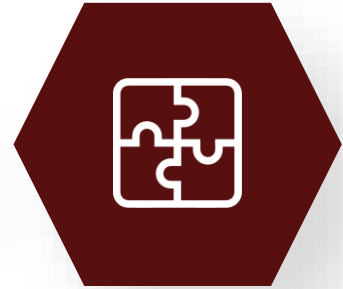
**EARN CUSTOMER
LOYALTY**



**CREATE
THE FUTURE**



**EXPERIMENT,
LEARN FAST**



**GET IT DONE,
TOGETHER**

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**PANDEMIC
TEAM**



**VIRTUAL
WORK**



**ME AS A
LEADER**



**CHANGE
MANAGEMENT**





**INCREASE
NETWORK
CAPABILITY**



**SUPPORT
CRITICAL
SERVICES**



**COMMUNITY
AND BUSINESS
SUPPORT**



**PROVIDE
PUBLIC
INFORMATION**



**LEAD ON
DATA
INSIGHT**

RE

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EXPONENTIAL SHIFTS

The image features a dark, almost black background. A thin, horizontal red line with a slight gradient runs across the middle of the frame. Scattered throughout the background are numerous small, white, star-like speckles of varying sizes, creating a cosmic or starry effect. The text 'EXPONENTIAL SHIFTS' is centered in the upper half of the image in a bold, white, sans-serif font.

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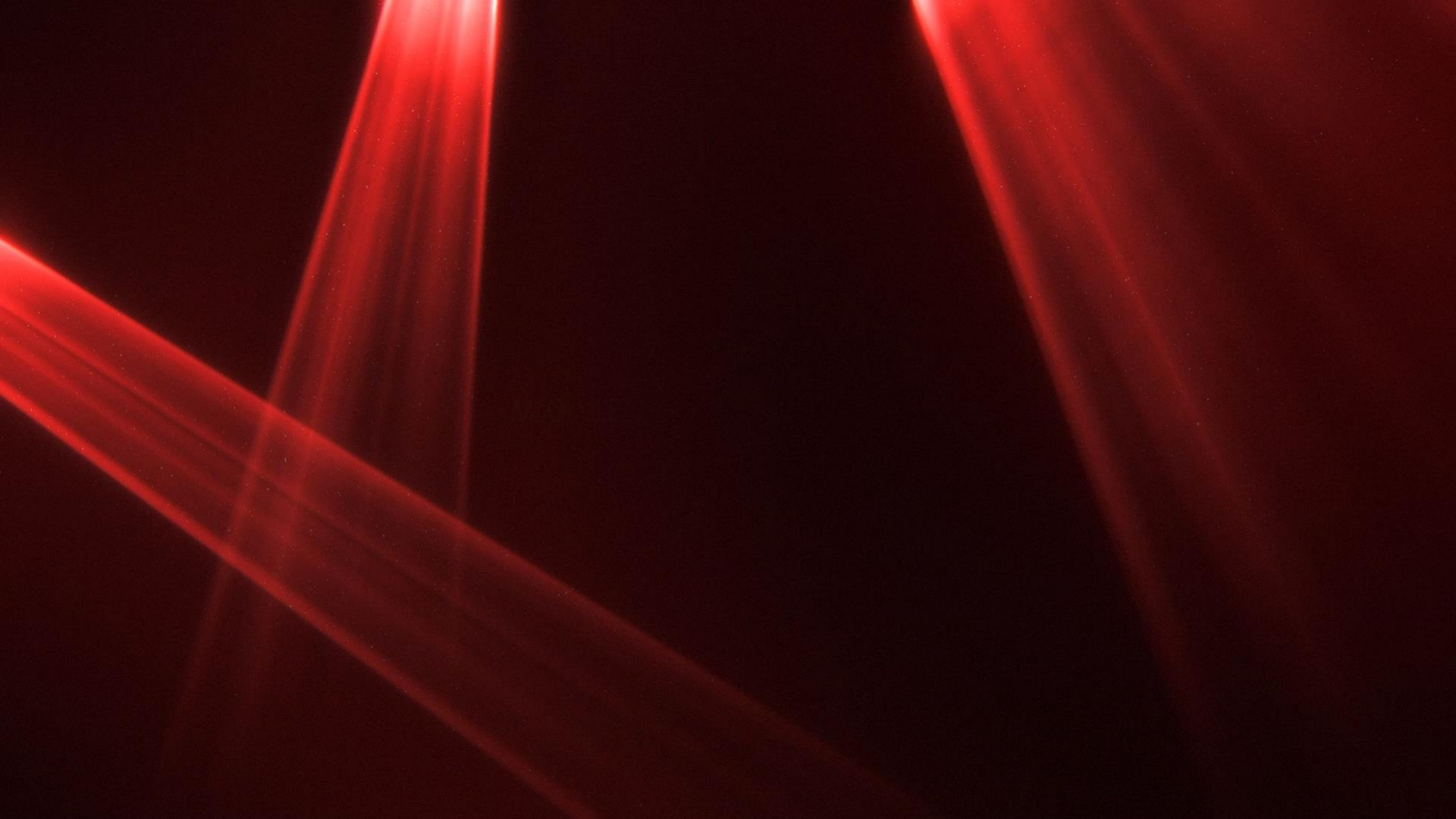
RE

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RE

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THE WORLD NEVER STANDS





**SCALED
SERVICES**



**CONSULTING
FOCUS**



**COE WITH
PLATFORM**



**COE WITHOUT
PLATFORM**



Platform enabled

CoE
design



Without platform