

Shared Service Operation Platform

共享服务运营案例介绍-德勤助力共享运营转型平台建设



产品定义

德勤服务运营平台SOP致力于为客户提供“共享运营”一站式解决方案和快速落地实施，协助企业进行财务转型，它可以通过上游系统端的整合快速导入、配置和处理财务工单，同步管理中心绩效和服务质量，数字化地呈现实时业务数据以全方位满足于共享服务运营的管理诉求。

产品背景

- 共享运营模式已经成为未来几年企业管理转型最有效途径。
- 企业需要共享模式支撑的工具和运营管控平台加速转型推进。
- 当前大多数企业已经具备了各自的财务系统，却缺少共享运营平台的支持，导致企业无法快速实现财务共享模式转型。

服务线

Oracle

行业及客户:

全行业，预备转型的大中型企业

适用业务:

共享运营

产品介绍

共享化任务管理

实现企业内部服务化整合，帮助企业提高效率、创造价值、节约成本、提高客户满意度、提高服务水平、降低内部服务成本。

同步化绩效考核

共享服务中心绩效考核体系设定了针对不同目标下的定性和定量绩效指标，同时各级别人员的自评和互评能够相对确保评价的透明度和准确性，规范业务评价体系。

品质化质量监控

基于流程化与标准化的服务支持，同时确保高质量的业务与服务传递、分配、管理等等，帮助企业转型。

数字化运营展示

层层细化与分解任务数据的统计指标，展示期间内效率统计、差错统计、综合效能分析。按组别、公司、业务、单据形成可视化报告。

关键价值

- 降低客户对共享转型的门槛，助力快速转型
- 助力共享模式运营保障，数字化的运营数据体现
- 共享运营模式的便捷化落地，高效促进可交付成果；
- 确保快速、高质量的项目交付
- 加快对规模化转型客户的渗透

相关技术



微服务框架

- 灵活部署，高扩展性



绩效指标

- 全效能展示



协议化管理

- 支持按协议平台化运营支持



SaaS

- 云交付与更少的人工操作

专家联系人

李晓军
管理咨询合伙人
jerli@deloitte.com.cn

章孙健
管理咨询经理
randzhang@deloitte.com.cn

Shared Service Operation Platform

Shared Service Operation Case Brief – Deloitte helps create transformation platform for SSC Operation



Product Definition

Shared Service Operation Platform SOP is dedicated to providing customers with one-stop solution of "Shared Operations" and rapid implementation to assist enterprises in financial transformation. It can quickly import, configure and process financial work orders through the integration of upstream systems, synchronize the performance and service quality of management centers, and digitally present real-time business data to satisfy the management of shared service operations in an all-round way.

Product Background

- SSC Operation would be the most effective way for enterprise management transformation in the next few years.
- SSC based tools and operation management platform are required to accelerate enterprise transformation.
- Most enterprises have financial systems, but lack the support of shared operating platform, which leads to the difficulties of transformation to financial sharing mode.

Service Line:

Oracle

Industry and Customer:

Whole industry, large and medium-sized enterprises preparing for transformation

Applicable Business:

Shared Operation

Product Introduction

• Shared service management

Integrate the intra-corporate service, help enterprises to improve the efficiency, create value, reduce cost, improve customer satisfactory, enhance the service quality, lower the intra-corporate service cost.

• Performance Management

The performance management sets qualitative and quantitative indicators for different objectives. At the same time, the self-evaluation and mutual evaluation of other personnel can relatively ensure the transparency and accuracy of the evaluation system.

• Quality service surveillance

Based on the support of standard and streamlining service, ensure the high-quality business and service delivery, distribution and management to help the enterprise transformation.

• Digitalized operation presentation

Refine and decompose the statistical indicators of task data by layers to present the efficiency statistic, error statistic and comprehensive utility analysis. Able to generate the visualized reports by groups, entity units, business types and document types.

Key Value

- Lower the entrance level of shared service transformation to accelerate the transformation process.
- Enhance the operation support in SSC mode by digitalized operation data presentation and analysis.
- Easier implementation of shared operation mode to efficiently promote the deliverables.
- Guarantee the project delivery with faster speed and higher quality.
- Accelerate the penetration of the scale-expanding enterprise customers.

Related Technology



Micro Service Framework

- Flexible deployment and high scalability



Performance indicators

- All-around display



Protocol management

- Support platform-based operation



SaaS

- Cloud delivery and fewer manual operations

Expert contacts

Li, Jerry Xiao Jun

Consulting Partner

jerli@deloitte.com.cn

Zhang, Randy Sun Jian

Consulting Manager

randzhang@deloitte.com.cn