



Unlocking growth with improved service delivery

Strategy Labs for Business Services

Achieve breakthrough by strategically aligning and mobilising your team

The future of Business Services lies in its ability to help companies do more with less resources by leveraging data and knowledge from across multiple businesses, functions, and geographies to transform customer and employee experiences with predictive insights at unparalleled speed. Strategy Labs for Business Services provide a tailored, accelerated decision-making forum to an organisation's leadership to align on their vision. They create breakthroughs for their operations, informed by leading practices, external perspectives and their specific needs. They offer a structured and creative approach in a physically stimulating space with a set of integrated exercises, tools and methods that link discussions through each of the modules in the Lab.

Challenges our clients face

 **Strategy & Vision**

- A need for revision and update of current strategy and assessment of the results achieved from the initial development of Business Services vision
- Diverse approaches to the Vision and creation of silos
- Rapid growth and a shift from the vision of the company
- Mid-term vision accomplished; new requirements need to be set up

 **Internal triggers**

- Incorporation of newly identified interest areas across organisational functions (e.g., drive of growth and productivity increase)
- Constantly changing conditions during the pandemics leading to unprecedented challenges
- High intensity of effort to the activities not linked with Vision and Strategy

 **Leadership**

- New leadership in the Business Services
- Low level of Managerial engagement

 **Processes & Technologies**

- Limited overview of digitalisation possibilities
- Not defined end-to-end processes & owners

Deloitte's broad capabilities are recognised as market leading with a focus on adding value to the business. Our team of professionals with extensive knowledge of the Business Services practice works closely with executives to understand their strategic vision and assess how Business Services might align with their business strategy to drive results.

- We help mature companies with shared services and outsourcing identify opportunities for incremental value, understand current pain points and mobilise the leadership team.
- For businesses with limited experience, we help understand market best practices, set up the strategy and vision and create an action plan to achieve them

Key Features

- **Business Chemistry types** - Understand how to best engage with your fellow participants
- **Vision profiles / footprints** - Decide on value drivers that help define a future vision
- **Radar chart** – help visualise assessment of the current capabilities
- **Opportunity prioritisation matrix** - Identify potential projects/opportunities
- **Implementation Roadmap** - define the roadmap to achieve Business Services goals
- **Balanced Scorecard** - Define metrics to track success

Strategy Labs offer a wide range of tailored solutions for top and middle management. We build on Deloitte's design thinking templates and adapt them to the specific needs of individual organisations. Choose the one that suits you best.

Customer Experience Lab

The CX Lab ignites the client and sales aspect of **Business Services. Building on the Center Office model, they explore new** opportunities for scope expansion and get inspiration on **how to stay relevant in the fast-changing world.**

Form: An interactive lab for the middle and top management teams.

Strategy Lab

The Strategy Lab provides an **accelerated decision-making forum** to an organisation's leadership to align on their vision and **achieve breakthroughs for their Business Services operations.**

Form: An interactive lab for the middle and top management teams.

Transition Lab

The Transition Lab accelerates the success of the **Business Services Lead.** An immersive exploration of their **challenges and priorities,** the Lab enables Business Service Leaders to make a thoughtful and meaningful impact.

Form: individual 1-day transformative session.

Digital Business Services Lab

The Digital Business Services Lab is a **platform to inspire leaders and assess** their maturity and readiness to move towards Digital Business Services by exploring the **'art of the possible'.**

Form: Inspirational workshop with technology trends and demos, for a wider audience.

Our Approach



All Labs are structured as **multi-module,** interactive sessions led by experienced facilitators with the appropriate functional expertise.



The labs are designed to be conducted **face-to-face** on site; an online version is also possible if required.



All Strategy Labs are based on the **design thinking methodology** and **best practice sharing.**



The key takeaways from our Strategic Labs include generating **new ideas, aligning with vision and strategy, prioritising and mobilising** with action plans.

The Lab is a consciously designed experience where every element is hand-picked for the client's individual needs and carefully crafted to deliver the desired benefits.



Explore

It starts with exploring where we are and getting the **right people in the room.** The Lab itself continues with a retrospective sharing and evaluation of the current situation and previous years. Through this we can build a foundation for plans.

The Lab uses methods scientifically proven to activate different parts of the brain and prevent 'social loafing'.

The goal: ENGAGEMENT



Prioritise

The day is structured and built on **research-based content.**

We inspire the participants to dream big and help them cascade this down to prioritise their strategic aspirations and create tangible and realistic plans.

Trained facilitators execute non-confrontational interventions, seek out elephants in the room and minimise dominant voices.

The result: ALIGNMENT



Mobilise

Participants identify **their own solutions.** In the last part of the Lab, we focus on mobilising and setting ground for making things happen.

Careful prioritisation throughout the whole process ensures that the team is focusing its energy in the right places going forward. The Lab ends with a **specific action plan** for prioritised strategic areas designed to provide participants with a clear path to progress.

The benefit: COMMITMENT



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