

# The Service Delivery Transformation HIVE

## Hands-on analytics

While analytics isn't new, we are experiencing a renaissance in the science, technology, and applications of analytics today. Put simply, it's hard to keep up. Plus, analytics has historically been cordoned off as the domain of an elite group made up of brainy types who directly interact with the business only intermittently. In the past, analytics has essentially taken place behind closed doors. But that's changing quickly as analytics is pushed deeper into the business, spurred by technology advances that make it easy for "normal" employees to access and understand analytics-generated insights.

Many shared services and outsourcing leaders are now facing the dilemma of how best to quickly get up to speed on what analytics can really do in practice, not as some grand theory. That's where the Deloitte Service Delivery Transformation HIVE can play a big role.

### Fast forward

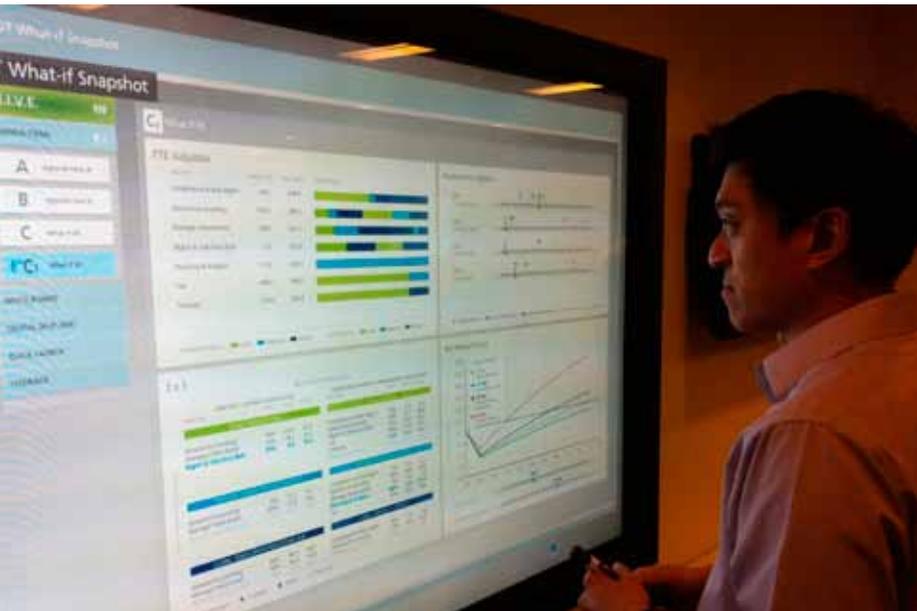
Think back to the first time you encountered a touch-screen tablet computer. In only a few moments, you probably learned as much about that device as you could have gleaned from reading a whole book describing how it worked in detail. That's becoming increasingly true as business tools and approaches become more intuitive. It's definitely the case with analytics — to truly understand how analytics works and what it can offer, you need to see it in person, engage with it yourself, even use your own business information. That's what the Service Delivery Transformation HIVE is all about. In this physical environment, visitors can examine the latest analytics approaches themselves, using their own data. The Service Delivery Transformation HIVE also gathers together a wide-range of the latest analytics technologies from all over the world. All in one place. In a very short amount of time, executives can learn what might otherwise have taken months of meetings, demonstrations, and business pitches.

### How we can help

Deloitte hosts highly interactive visits with business leaders who want to understand how analytics can be applied to challenging questions in service delivery transformation, such as site selection, ROI projection, implementing an imaging system, or shifting a function to a third party vendor. These sessions are relatively informal, tailored to the interests, issues, and concerns identified by visiting teams. We emphasize the hands-on nature of analytics and help executives navigate analytics tools, often taking their own data for a test drive.

While the Service Delivery Transformation HIVE relies heavily on technology, that's only part of the story. We know our clients can get a technical demonstration of technology from many different sources. In addition to bringing together a wide variety of competing technologies, the real value we offer is in helping executives connect these technologies and approaches back to their business issues.





The Service Delivery Transformation HIVE provides a real-time, visual representation of the impacts of key decisions regarding the organization, productivity and location of operations when considering:

- Movement of resources to regional or global shared services
- Changes in productivity due to automation/centralization
- Relocation of existing operations
- Shifting of operations to an outsourcer

#### Real-time, touch-screen functionality features

The Service Delivery Transformation HIVE converts an organization's current state data into a pictorial format for multiple functions across multiple locations and allows for immediate visualization of the financial impacts of key decisions regarding the organization, operation and location of a Service Delivery model.

The touch screen features allow you to:

- Drill down from function to process to sub-process by touching the screen
- Slide the bars to adjust what percentage of each process should be performed locally, regionally and/or globally in the future state
- Make changes to productivity based on automation/centralization or other enablers
- Click on the map to move operations from existing to potential locations
- Tap a target location to view background information about the location's regulatory environment, incentives, real estate options, etc.

#### How to get more value from your visit to the HIVE

We've identified some tips for getting the most out of your visit.

**Identify a pressing business challenge.** There are plenty of current challenges in your business that could be explored with the Service Delivery Transformation HIVE. Prioritize them and come in for your visit with one (or several) representative challenges that we can examine together.

**Mix up skill sets.** Some of our most productive sessions are the result of a diverse mix of backgrounds, interests, and skills. We encourage you to bring representatives from various functions, businesses, and geographies to visit the HIVE.

**Bring your own data.** While we can provide a wide range of demonstrations on the impacts of Service Delivery decisions using our own data, visitors who bring their own data typically get more value from our collaborations.

**Check your assumptions at the door.** Visitors are often accustomed to their own ways of using their data, which can obscure new opportunities. Set those assumptions aside to see what's really possible.

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