

GBS Vision and Strategy

Challenge: A large multinational services company had three separate global centers that needed a more effective business services model to scale and meet future demands across various technology and business processes. The organization aimed to reduce general and administrative (G&A) spending as a percentage of revenue and unlock value through a more efficient and scalable operating model for Global Business Services (GBS).

Our Approach: Using our Timberstone Maturity Assessment, we evaluated the global centers and provided recommended changes to the target operating model. We also offered actionable, specific improvement plans for each center, aligned with target objectives and designed to address both short-term and long-term needs. The recommendations included a high-level business case and a roadmap for implementation.

Results: The company gained market insights on potential opportunities, along with an overarching roadmap designed to accelerate long-term, sustained transformation.