getsix®

Business Services & Consulting
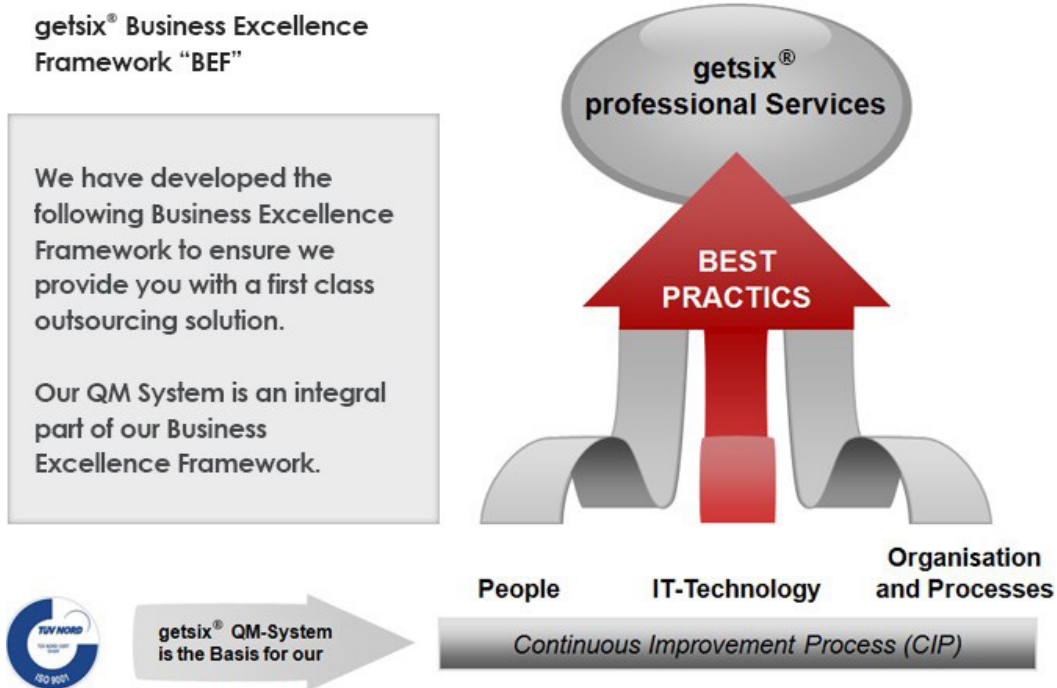• Accounting & Payroll
• IT Sales & Services
• Tax & Legal

The implementation of a 'Business Excellence Framework' and understanding how it can significantly benefit our business
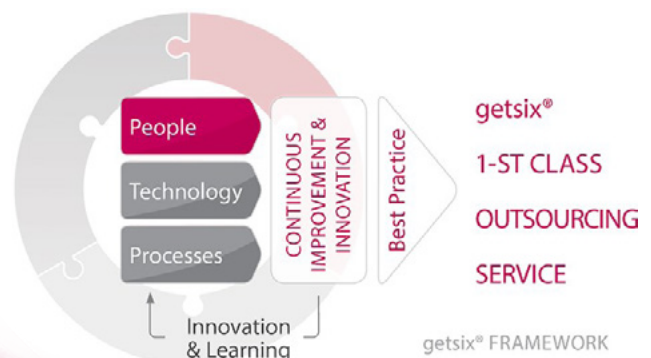

getsix® Business Excellence Framework "BEF"

We have developed the following Business Excellence Framework to ensure we provide you with a first class outsourcing solution.

Our QM System is an integral part of our Business Excellence Framework.

getsix® QM-System is the Basis for our

getsix® professional Services

BEST PRACTICS

People   IT-Technology   Organisation and Processes

Continuous Improvement Process (CIP)

EXECUTIVE SUMMARY

getsix® knowing full well the need to provide our customers with a first-class and state-of-art outsourcing service, so we initiated a business project. This project was to transform our business from providing single Business Process Outsourcing (BPO) into a Business-Process-as-a-Service (BPaaS) provider. This meant also offering additional Information Technology Outsourcing (ITO) services - NAV Hosting and Business Intelligence (BI) Solutions.

Based on our 'Mission and Values' getsix® developed our 'Business Excellence Framework' to provide our Business Process Outsourcing (BPO) services. At the getsix® Group our mission is to provide our customers with a full range of Account, Tax & Financial Services, complemented with our IT Solutions. This will allow us to deliver the highest level of quality, service and technical expertise. getsix® understands that its success, is a direct result of our customer's success.

BPO gives private and public sector organisation's the opportunity to focus resources on core processes.

Organisations can outsource back-office and peripheral functions to service providers for more efficient and more cost-effective handling. One of the key benefits of business process outsourcing is the ability to convert fixed overhead costs into pay-on-demand service charges. This means you only incur charges when you use the service and charges will vary in accordance with demand.

getsix®
1-ST CLASS
OUTSOURCING
SERVICE

getsix® FRAMEWORK

The first question an enterprise should ask when considering business transformation -

WHAT IS BUSINESS EXCELLENCE?

Business Excellence (BE) is about developing and strengthening the management systems and processes of your organisation to improve performance and enhance the value of operations. BE is much more than having a quality system in place. BE is about achieving excellence in everything that an organisation does (including leadership, strategy, customer focus, information management, people and processes) and most importantly achieving superior business results for our customers.

UNDERSTANDING BUSINESS EXCELLENCE

For getsix® to prepare for the BE challenge, it was necessary to understand the core values and concepts from which Business Excellence Models (BEMs) were derived. BE core values and concepts are the attributes, beliefs and/ or behaviours that BE organisations exhibit. They are the foundations of BE and are embedded into the fabric of successful organisations.

- **Visionary leadership** - Your organisations senior leaders should set directions and create a customer focus, clear and visible organisational values, and high expectations for the workforce. The directions, values and expectations should balance the needs of your stakeholders.

- **Customer-driven excellence** - Performance and quality are judged by an organisation's customers. Thus, your organisation must take into account all product features and characteristics and all modes of customer access and support that contribute value to your customers.

- **Organisational and personal learning** - Achieving the highest levels of organisational performance requires a well-executed approach to organisational and personal learning that includes sharing knowledge via systematic processes. Organisational learning includes both continuous improvement of existing

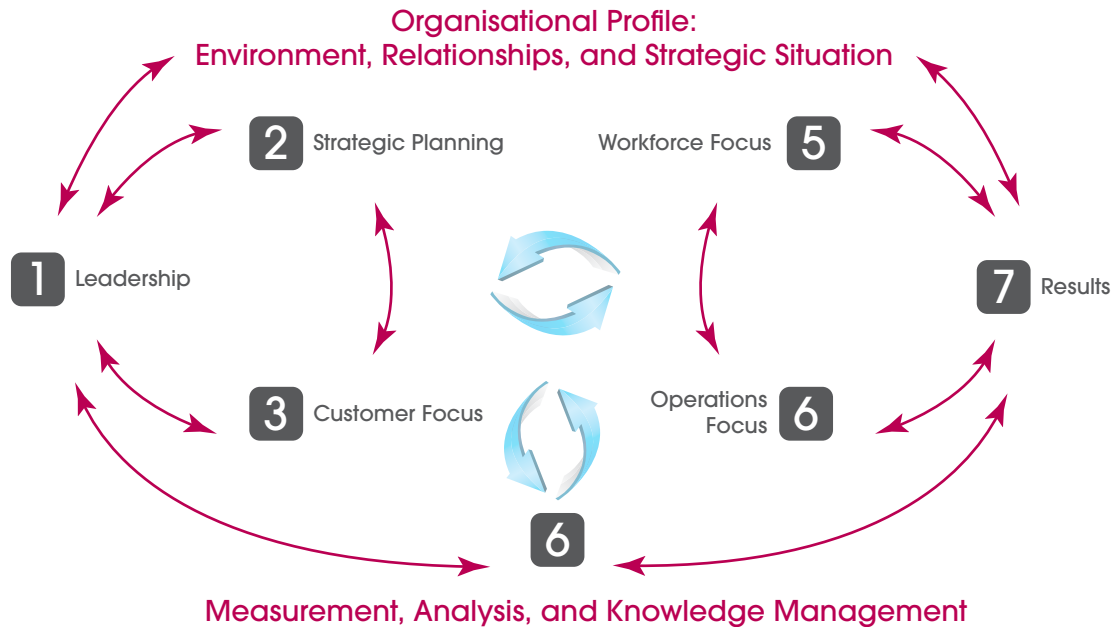approaches and significant change or innovation, leading to new goals and approaches.

- **Valuing workforce members and partners** - An organisation's success depends increasingly on an engaged workforce that benefits form meaningful work, clear organisational direction, and performance accountability and that has a safe, trusting and co-operative environment.

- **Agility** - Success in today's ever-changing; globally competitive environment demands agility - a capacity for rapid change and flexibility.

- **Focus on the future** - Ensuring an organisation's sustainability requires understanding the short and longer term factors that affect your organisation and marketplace.

- **Managing for innovation** - Making meaningful change to improve an organisation's products, services, programs, processes, operations and business model to create new value for the organisation's stakeholders.

- **Management by fact** - Organisations depend on the measurement and analysis of performance. Such measurements should derive from business needs and strategy, and they should provide critical data and information about key processes, outputs and results.

- **Social responsibility** - An organisation's leaders should stress responsibilities to the public, ethical behaviour and the need to consider societal well-being and benefit.

- **Focus on results and creating value** - An organisation's performance need to focus on key results. Results should be used to create and balance value for your stakeholders.

- **Systems perspective** - Managing your whole organisation holistically and understands how its components interact, and are aligned to achieve success.

getsix® realise BEMs help organisations to assess their strengths and areas for improvement and guide them on what to do next. BEMs provide senior managers with a holistic method with which to manage their business and get buy-in to key decisions that will lead to sustainable and measurable success. In a sense, the BEMs serve as the organisation's won internal business consultant - ensuring that business decisions incorporate the needs of all stakeholders, are aligned to the organisation's objectives and take into account current thought on international best practices.

Organisation's use BEMs to understand and assess which processes need to be improved to improve results. When considering an organisation's level of excellence it is important to take into account the 'Organisational Profile' (as shown in the diagram below) as every organisation is different. This considers an organisation's environment, key working relationships, and strategic situation - including competitive environment, strategic challenges and advantages, and performance improvement system.

Organisational Profile:
Environment, Relationships, and Strategic Situation

2 Strategic Planning

Workforce Focus **5**

1 Leadership

7 Results

3 Customer Focus

Operations Focus **6**

6

Measurement, Analysis, and Knowledge Management

Whilst the above diagram provides an overview of a BEM, the 7 points below show in more detail the categories that getsix® focused on. The categories are broken down into items. This weighting can vary dependent on the BEM, but the main value from using BEMs is that they help organisations to clearly understand their strengths and opportunities for improvement for each category and/or item. This information helps organisations to identify what they need to do to improve.

1. **Leadership:** examines how your organisation's senior leaders' personal actions guide and sustain your organisation. Also examined your organisation's governance system and how your organisation fulfils its legal, ethical and societal responsibilities, while it supports its key communities.

2. **Strategic Planning:** examines how your organisation develops strategic objectives and action plans. Also examined are how your chosen strategic objectives and action plans are implemented and changed if circumstances require, and how progress is measured.

3. **Customer Focus:** examines how your organisation engages its customers for long-term marketplace success. This engagement strategy includes how your organisation listens to the voice of its customers, builds customer relationships and uses customer information to improve and identify opportunities for innovation.

4. **Measurement, Analysis and Knowledge Management:** examines how your organisation selects, gathers, analyses, manages, and improves its data, information, and knowledge assets and how it manages its information technology. The category also examines how your organisation uses review findings to improve its performance.

5. **Workforce Focus:** examines your ability to assess workforce capability and capacity needs, and build a workforce environment conducive to high performance. The category also examines how your organisation's engages, manages and develops your workforce to utilise its full potential in alignment with your organisations overall mission, strategy and actions plans.

6. **Operations Focus:** examines how your organisation designs, manages and improves its work systems and work processes to deliver customer value and achieve organisational success and sustainability. Also examined is your readiness for emergencies.

7. **Results:** examines your organisation's performance and improvement in all key areas - product and process outcomes, customer-focused outcomes, workforce-focused outcomes, leadership and governance outcomes, and financial and market outcomes. Performance levels are examined relative to those of competitors and other organisation's with similar product offerings.

THE 'NORMAL WAY' - COMPANIES NEED TO CO-OPERATE WITH A BPO AND ITO PROVIDER

Business Process Outsourcing (BPO) and Information Technology Outsourcing (ITO) both represent ways that a business can reach beyond its own capabilities and introduce another provider for support. Each of these options have unique roles, but there is some overlap as well. Essentially, a company turns to BPO & ITO providers to create more efficient work flows. A BPO provider's services should lead to greater operational efficiencies in most all areas of a business, while an ITO provider should create cost savings tied to computer networks and other information technology systems.

A business may turn to hire both BPO and ITO providers. The scope of services offered by both of these providers is different, and one does not eliminate the need for the other. Also, on average, there could be a rivalry between the types of services offered by BPO and ITO providers.

Other differentiating factors between BPO and ITO firms include the expertise behind each provider. BPO providers perform specific tasks on behalf of an organisation, such as customer service, accounting, or personnel management. ITO professionals are skilled to recognise the types of technology capabilities that are needed at an organisation, ranging from storage to support to wireless services. Providers should be able to negotiate costs and terms or streamline services based on the knowledge that these industry professionals possess.

THE 'getsix® APPROACH' - COMBINING BPO AND ITO SOLUTIONS HAS LED TO THE QUICKEST FINANCIAL SAVINGS FOR OUR CUSTOMERS
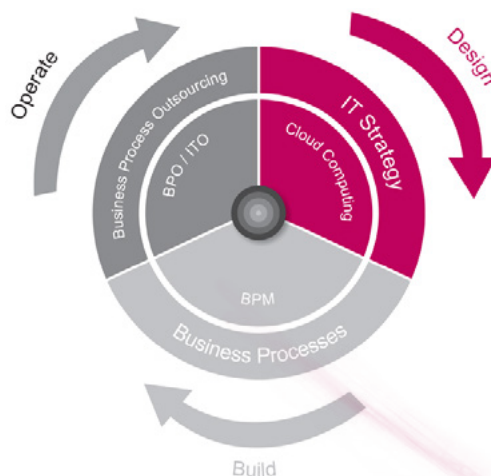
Once a BPO provider has been hired, improvements in business processes may lead to greater financial results, as a business must be realised in order for that service to

be deemed a success. The efficiencies attained through a BPO provider could be tied to human resources, finance, or really any operational area of an organisation that is part of a company's core business.

Although BPO and ITO services are designed to complement one another, it makes sense for an organisation to receive the services provided by one provider. To provide such benefits for our customers we have focused our 'Business Model and Vision' in such a way, that we a can either act as a sole BPO provider, a sole ITO provider or as an outsourcing provider who can offer both services in an integrated solutions.

BPaaS: PROVIDING A ONE-STOP-SHOP FOR OUR CUSTOMERS

Business-Process-as-a-Service (BPaaS) is any type of horizontal or vertical business process that's delivered based on the Cloud services model. These Cloud services - which include Software-a-as-Service (SaaS), Platform-as-a-Service (PaaS) and Infrastructure-as-a-Service (IaaS) - are therefore dependent on related services.
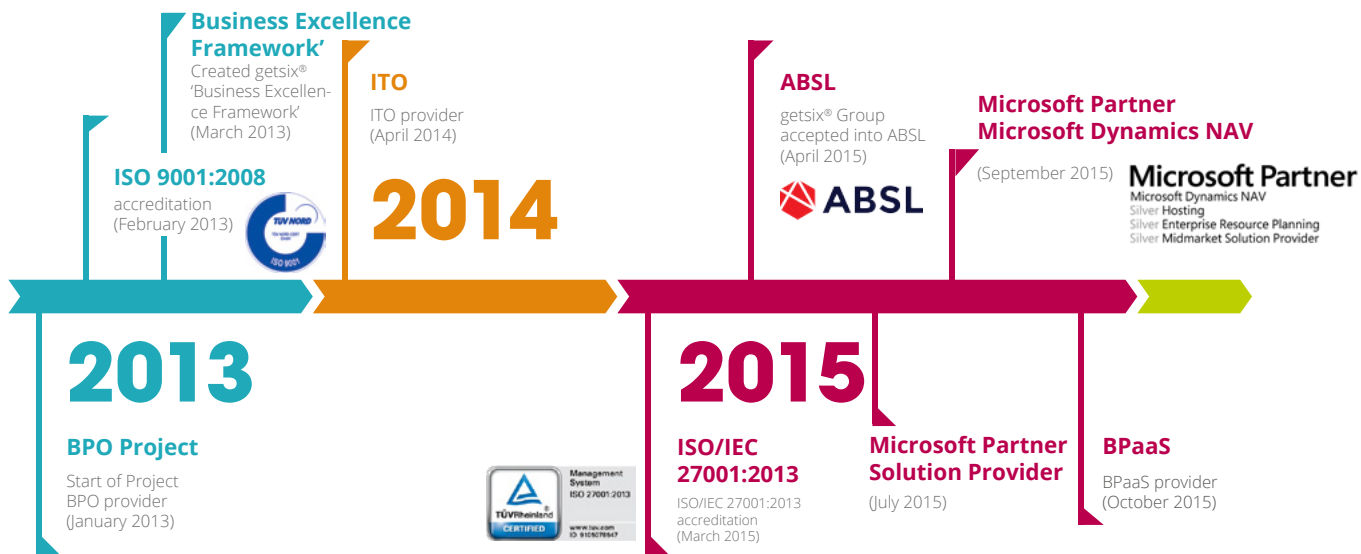
The following characteristics define BPaaS:

- The BPaaS sits on top of the other three foundational Cloud services: SaaS, PaaS and IaaS

- A BPaaS service is configurable based on the process being designed

- A BPaaS service must have well-defined APIs, so it can be easily connected to related services

- A BPaaS must be able to support multiple languages and multiple deployment environments because a business cannot predict how a business process will be leveraged in the future

- A BPaaS environment must be able to handle massive scaling. The service must be able to go from managing a few processes for a couple of customers to being able to support hundreds, if not thousands of customers and processes. The service accomplishes that objective by optimising the underlying Cloud services to support this type of elasticity and scaling

Final timeline....

Business Excellence Framework'
Created getsix®
'Business Excellence Framework'
(March 2013)

ITO
ITO provider
(April 2014)

ABSL
getsix® Group
accepted into ABSL
(April 2015)

**Microsoft Partner
Microsoft Dynamics NAV**

(September 2015)

ISO 9001:2008
accreditation
(February 2013)

2014

ABSL

Microsoft Partner
Microsoft Dynamics NAV
Silver Hosting
Silver Enterprise Resource Planning
Silver Midmarket Solution Provider

2013

BPO Project
Start of Project
BPO provider
(January 2013)

2015

**ISO/IEC
27001:2013**
ISO/IEC 27001:2013
accreditation
(March 2015)

**Microsoft Partner
Solution Provider**
(July 2015)

BPaaS
BPaaS provider
(October 2015)

For more information please click LINK:
http://getsix.eu/

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Item Code: E4003 (Jan.16)

getsix® can help your business.

Why not ask us to put together an offer?

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