

Pactera builds a Center of Excellence (CoE) Strategy for a major US Retailer

Client Background

Pactera worked with a Fortune 500 US Retailer, to set up an Enterprise Center of Excellence focused on Business Process Management. The client is currently going through a significant transformation to streamline the customer experience. The CoE enabled the client to create a standardized, repeatable approach to process design, implementation, ownership, and measurement.

Business Challenge

The client had a decentralized approach to process management, which led to inconsistent process design, implementation, and control across the enterprise. These inconsistencies resulted in a lack of process discipline which affected the deployment of business strategy, product line decision making, and technology design and deployment.

Over time a culture of long development times arose (slow speed to market). There were inconsistent implementation practices due to the lack of process control, and a resistance to change from a lack of or inefficiently implemented change management programs.

The Pactera Solution

Pactera analyzed the current implementation environment and assessed the sponsorship / stakeholder influences. Next, a business case was developed to demonstrate the value of a Business Process Management Center of Excellence function.

Upon socializing the business case with key client stakeholders, a BPM CoE was implemented, to enable consistent process design, governance, architecture, and professional development practices across the enterprise.

Results & Benefits

Our client realized benefits in process design and consistency in process implementation, performance measurement, training, adoption, and communication across business functions and departments. The closer integration of cross-functional departments allowed for a more unified customer centric approach to be taken.

Our client now has a standardized service and sponsorship for BPM related activities. This CoE approach has reduced labor costs, process and technology development time, and improved receptiveness to organizational change.

Case Study Pactera

G Psacharopoulos



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International Conference on Management and Engineering(CME 2014) Alex Kong,2014-06-02 The aim objective of CME 2014 is to provide a platform for researchers engineers academicians as well as industrial professionals from all over the world to present their research results and development activities in Information Management Innovation Management Project Management and Engineering This conference provides opportunities for the delegates to exchange new ideas and application experiences face to face to establish business or research relations and to find global partners for future collaboration Submitted conference papers will be reviewed by technical committees of the Conference

The Handbook of Global Outsourcing and Offshoring 3rd edition Ilan Oshri,Julia Kotlarsky,Leslie P. Willcocks,2015-01-23 Now in its third edition this is the only outsourcing and offshoring book to offer a broad but coherent guide to the strategy operations and management of ITO and BPO outsourcing and offshoring from how to source new relationships to managing business processes in a national and global context

The Handbook of Global Outsourcing and Offshoring Ilan Oshri,Julia Kotlarsky,Leslie P. Willcocks,2022-11-10 Global sourcing is a complex area and one that managers must get to grips with as business investment in outsourcing continues to climb This book provides invaluable guidance for the reader walking them through the fundamentals of global sourcing to very recent trends including intelligent automation cloud services and crowdsourcing Replete with key examples and cases it allows students and managers alike to relate academic theory to practice acting as a roadmap to a rapidly evolving field For the last decade the authors have studied the full spectrum of activities involved in global sourcing from both client supplier and advisory viewpoints Their research has shown that while more firms engage in global sourcing activities many of them are still struggling to extract value from sourcing relationships While past research has produced numerous practical frameworks regarding the management of global sourcing of services little of this insight has been put into practice This book addresses such shortcomings by exploring the impact of theory on practice It is important reading for any academic student or practitioner concerned with global sourcing either from the client or supplier perspective

Collaboration, Learning and Innovation Across Outsourced Services Value Networks Pamela Abbott,Yingqin Zheng,Rong Du,2015-01-20 This book collects and reports on the results of a study conducted on the Chinese Software and Services Outsourcing SSO industry focusing on one of its main players as a key case study Two sets of research findings are presented first the knowledge management and communication processes inherent within a highly collaborative software development project between the case study company and one of its long term UK clients are explored and distilled into specific practices second at the organizational level the strategies used by the company to build and exploit capabilities and to dynamically configure resources to promote specific value positions along its outsourced services value networks are identified and discussed The significance of these findings for similar China based global high tech firms and the value of this organizational form in moving closer to the goals of the 2020 enterprise vision are both discussed along with

the implications of the findings for EU UK businesses operating in similar digital domains

The Use of Artificial Intelligence in the Public Sector in Shanghai Diego Todaro,2024-03-21 This book examines how Shanghai aims to improve public service provision by accelerating the use of artificial intelligence AI in the public sector After clarifying the technical and social factors that shape the use of AI in this area the book delves into the AI policy environment and AI ecosystem of Shanghai to gauge the city s capacity to implement public sector AI applications Then it examines how this capacity translates into real world policy initiatives through the investigation of case studies It highlights the analytical operational and political capabilities that determine the strengths and limitations of such initiatives in deploying AI in the public sector and it assesses their impacts on public service provision in Shanghai By using the findings on Shanghai to gain a deeper understanding of key topics in public sector AI research this book also contributes new knowledge about the use of AI to improve the provision of public services

Corporatism and the Study of American Labor History Robert Paul Avery,1993 *Agrindex* ,1995 **Poland, a Country Study** Glenn Eldon Curtis,1994 **Bibliography of Agriculture with Subject Index** ,1976 *The Times Index* ,2005 Indexes the Times and its supplements **The New Communism** Dan Norman Jacobs,1968 **News from Behind the Iron Curtain** ,1953 **World Markets** ,1970 **Middle East International** ,1978 Mastering the Case Analysis Alexander Chernev,2006 Written by one of the top professors at Northwestern s Kellogg School of Management Mastering the Case Analysis offers a systematic approach to analyzing business cases typically given in MBA job interviews An overdue and much needed aid to support students preparation for case interviews this book introduces an integrative framework for analyzing business problems and offers a detailed overview of the essential methods and concepts used in case analysis

Instant Case Studies Jean Barbazette,2004 Publisher Description *ePub - Case Study Research* Dan Remenyi,2012-01-01 Case study research is not an easy option and this book points out where the challenges are and what needs to be done to become a competent case study researcher Case Theory in Business and Management Evert Gummesson,2017 Case Theory in Business and Management takes a fresh and expansive approach to case study research viewing the topic through the lenses of real world complexity and introducing the case theory concept an expanded version of case study research which includes both methodology and the types of results that emerge

Case Study Analysis in the Classroom Renee W. Campoy,2005 Presented in an engaging and stimulating manner this text provides beginning teachers a variety of typical classroom problems to analyse and solve *The Anatomy of the Case Study* Gary Thomas,Kevin Myers,2015-05-20 This sharp stimulating title provides a structure for thinking about analysing and designing case study It explores the historical theoretical and practical bones of modern case study research offering to social scientists a framework for understanding and working with this form of inquiry Using detailed analysis of examples taken from across the social sciences Thomas and Myers set out and then work through an intricate typology of case study design to answer questions such as How is a case study constructed What are the required inherent components

of case study Can a coherent structure be applied to this form of inquiry The book grounds complex theoretical insights in real world research and includes an extended example that has been annotated line by line to take the reader through each step of understanding and conducting research using case study

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pollution extérieure ainsi il diffuse un air plus sain et meilleur pour la santé

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