



ABSL DIAMONDS

NOMINATED CASES HANDBOOK



globalworth
φφφ

The leading office investor in the CEE

In a market where digital innovation is transforming the demands on offices, we offer a balance of work space and amenities that helps foster creativity and collaboration.

Our goal is to be the landlord of choice for the growing number of multinational companies looking to expand in the CEE, namely in Romania and Poland.

Globalworth. Envisioning offices for the disruptive age.
www.globalworth.com

The Idea behind ABSL Diamonds

ABSL Diamonds is the most prestigious sector awards, recognizing companies which implemented the most innovative projects enhancing their business and strengthening the business services sector's position as the powerhouse of the economy. Every year the aim is to identify successful activities in business services sector, promote best practices, encourage and inspire other companies to follow the best ones.

ABSL Diamonds Awards audit provided by KPMG.

The Jury



KAREL FRANCHOIS
VICE PRESIDENT, BUSINESS
DEVELOPMENT & GROWTH
INITIATIVES AT HFS



KERRY HALLARD
PRESIDENT, GLOBAL SOURCING
ASSOCIATION CEO, GLOBAL SOURCING
ASSOCIATION UK



HANUMANTHA RAO KARTHIK
PARTNER, GLOBAL SOURCING,
EVEREST GROUP



CHRISTIAN MERTIN
EY GLOBAL ADVISORY SOLUTIONS
LEADER GLOBAL BUSINESS
SERVICES (GBS)

**NOMINEES IN CATEGORY:
BUSINESS LEADER IN**

VIBRANT WORKPLACE

We reward innovative and creatively implemented initiatives or solutions, which result in an extraordinary work environment.

The working environment in which the companies from the Business Services Sector perform has continuously evolved for the last decade. These changes are triggered by the nature of the activities and the young workforce, often referred to as millennials.

The cliché of a traditional working place - where employees just come, do their job and leave - is gone.

Today, many companies design and implement programs that make their working environment unique, inspiring and energizing. These new and creative initiatives can include IT, real estate, social, ethical features that are not pay related and that, at the end of the day, make our working environment more vibrant, pleasant and friendly.



Tigers

KEMIRA GDAŃSK SP. Z O.O.

Kemira Wellness 360°

MONTERAIL

Making the office a meaningful space
through Workplace Strategy

TATE & LYLE GLOBAL SHARED SERVICES SP. Z O.O.

I LOVE MY JOB



Lions

AON

One Place for Collaboration and Flexibility

BUSINESS SERVICE CENTRE GSK IT

“Trust, Experiment & Chill” Creating
a Vibrant Workplace @ GSK IT

SCHNEIDER ELECTRIC

Let's shift the pyramid!

kemira



KEMIRA GDAŃSK SP. Z O.O.

Kemira Wellness 360°

Expensive non salary benefits offered by Kemira did not live up to employees' expectations. We wished to make them more value-adding & create a unique & holistic approach towards wellness.

Employees got acquainted with holistic concept of wellness & were made aware of their needs. These were fulfilled with tailor made & easy to find non-salary benefits. Self managed employees were born.

KEMIRA GDAŃSK SP. Z O.O.

COMPANY IMAGE
SATISFACTION SURVEY

Outstanding 79%

These employees would recommend
Kemira as a great place to work

COMPANY IMAGE
THE MOST BELOVED SSC

1st place

In Jun 2018 Kemira was declared
the Most BeLOVED SSC in TriCity

SATISFACTION
SATISFACTION SURVEY

Nearly 70%

Employees **EXTREMELY** satisfied
with Kemira as a workplace

We commonly as Kemira Gdańsk brought the work life balance to a higher level. Versatile & adjustable tools address needs of each individual supporting them on the way to their wellbeing.



MONTERAIL

Making the office a meaningful space through Workplace Strategy

Creating a workplace for a dynamically growing staff that would support our expansion and maintain a unique organizational culture.

Creating and implementing the Workplace Strategy that made our office a meaningful space, enhanced our cooperation and, as a result, contributed to creating better software.

MONTERAIL

SATISFACTION
SPATIAL EXPANSION

190 m²

Gaining a varied space allows for
performing different tasks

COMPANY IMAGE
NUMBER OF CLIENTS

90% of the visitors

90% of potential clients who visit
our office, stay with us

Implementing the workplace strategy improved our cooperation,
the office became our competitive advantage for job
candidates. 90% of potential clients who visit
our office decide to work with us.

TATE & LYLE



TATE & LYLE GLOBAL SHARED SERVICES SP. Z O.O.

I LOVE MY JOB

Create a great place to work. Project aiming to cover all aspects of personal wellbeing. Actions coming from employees who were engaged in implementing improvements to the work environment.

A comprehensive project delivered 45 implemented initiatives which since then have been continuously monitored and revised to align with employees' needs.

TATE & LYLE GLOBAL SHARED SERVICES SP. Z O.O.

PEOPLE

EMPLOYEE ATTRITION

decreased by 5.7%

A significant drop of employee
attrition level

PEOPLE

GALLUP SURVEY

increase by 20%

Gallup Engagement survey
participation rate increased

SCALE

NO OF INITIATIVES

45 initiatives

45 initiatives implemented
across 7 streams

A step change in building engagement culture in GSS organisation. Increasing team work, creativity and passion, creating an environment of open dialogue where every voice matters.



AON

One Place for Collaboration and Flexibility

Along with the dynamic development, the company faced the necessity of merging offices to one location that would be able to provide great work comfort, as well as allow future employment growth.

We have created a workplace of choice that is tailored to the Krakow location's requirements. We have facilitated the future growth of the firm and most importantly we have created a unique workplace.

AON

SATISFACTION COLLABORATION

80% of employees

Noticed improved cooperation
in their teams

PEOPLE RETENTION

10 pp

Decrease in attrition over
the last 12 months

PEOPLE ENGAGEMENT

91% of employees

Confirmed that new office
increases their sense of pride

The One Place Project has had a great impact on the different aspects of working environment such as collaboration, efficiency and creativity. That was a great step towards the Future of Work.



BUSINESS SERVICE CENTRE GSK IT

“Trust, Experiment & Chill” Creating a Vibrant Workplace @ GSK IT

To create vibrant environment for our employees where they can experiment, learn and develop professional skills. Where employees can gather and create communities around matters they find important.

We've decided to focus on our culture so that each one of us can be ourselves, feel good and keep growing. When we feel at our best, we perform at our best and do great things at work and at home.

BUSINESS SERVICE CENTRE GSK IT

PEOPLE

10% SATISFACTION

increase

Of employee satisfaction and
engagement survey

Created communities supporting not only development but also diversity and networking needs. Wide range of interactions strengthened relations and positively impacted teamwork and cooperation.

Life Is On

Schneider
Electric



SCHNEIDER ELECTRIC

Let's shift the pyramid!

High levels of turnover, low engagement, a demotivating work environment and a general feeling that the employees' opinions were not taken into account during the decision making.

Creating an inclusive and stimulating work environment that puts employees at the heart of the projects of the company and encourages them to take part and lead activities and propose new ones.

SCHNEIDER ELECTRIC

SATISFACTION
EMPLOYEE ENGAGEMENT

Result in 2018: 55%

33% increase in Engagement
(From 22% in 2015 to 55% in 2018)

PEOPLE
INNOVATIONS&INITIATIVES

Countless

Countless initiatives driven by
employees for employees

SATISFACTION
TURNOVER

19.4 %

A 17.1% decrease in employee
turnover (from 36.5% to 19.4%)

A 17.1% decrease in employee turnover. A 33% increase in engagement among employees, measured with SE's annual satisfaction survey. Innovation and initiatives driven by employees for employees.

**NOMINEES IN CATEGORY:
BUSINESS LEADER IN**

EMPLOYER BRANDING

We look for the most compelling employer branding campaign, which boosts reputation among its current and future employees.

The reputation of the sector hasn't been changing as it should, and too many stakeholders are not aware of the exciting positions and environment that the sector offers. Many companies undertake awareness actions or run dedicated in-depth sessions to change that state and actively enhance the perception of business services sector.

This category aims at rewarding projects designed to build a compelling employer branding campaign and boost the reputation of the sector towards all stakeholders (including local authorities, universities...). The project can be either dedicated to already hired staff (showing the unique advantages of our sector), or it can be focused on potential new employees, or it is based on collaboration/partnership with institutions like universities, local authorities...



Lions

ACCENTURE OPERATIONS

#GET OUT OF THE BOX - Accenture
Employer Branding Campaign

FUJITSU

Operation Fujitsu, cryptonym:
KATE (KAT-Katowice, E-expansion)

SII

EB campaign "Sii - Great Place to Work"



ACCENTURE OPERATIONS

#GET OUT OF THE BOX – Accenture Employer Branding Campaign

With the growing pool of Y/Z gen on the job market, Accenture decided to create visibility of our Employer Value Proposition to attract talent pool and launch campaign supporting main recruitment proc.

Get Out of The Box – a series of events with specially constructed escape room, supported by the dedicated website and OOH and online promotion.

ACCENTURE OPERATIONS

COMPANY IMAGE
VIEWERS

7.000.000

Facebook Ads
Views

PEOPLE
APPLICATIONS

850.0

CVs received during
campaign

PEOPLE
LIVE BOX VISITORS

862.0

People who visited our Box live
during the whole campaign

Combination of rivalry and entertainment allowed us to gain high engagement during the whole campaign: 45k people entered the dedicated landing page, 862 live Box visitors and 850 CV collected.



FUJITSU

Operation Fujitsu, cryptonym: KATE (KAT-Katowice, E-expansion)

In Łódź, Fujitsu Poland employs 2500+ specialists and has decided to open a second location in Katowice where competition for IT specialists is huge. The goal was to build a 500+ candidate database.

Implementation phase was divided into 3 parts: introducing ourselves (ATL, media relations, SM), getting to know each other (partners – Mioush, Media, Waywer) and meetings (job fairs, conferences).

FUJITSU

PEOPLE
COLLECTED CVS

2300 CVs

Number of people who applied
for a job in Katowice

COMPANY IMAGE
PUBLICATIONS IN THE MEDIA

200 publications

Number of publication in the
media about whole action

OTHER
UNIQUE USERS ON WEBSITE

14 000 UU

Number of unique users on the
recruitment website

From no brand recognition on the labor market, in less than
4 months we have built a strong employer branding visibility.
Every day we received 20 quality CVs and recruited
100 people in 3.5 months.



SII

EB campaign “Sii – Great Place to Work”

Big competition among employers in the IT and engineering market. The companies compete for the title of the best place to work for IT and engineering specialists.

Outdoor and online campaign which aim was to emphasize that Sii is the best workplace for IT and engineering specialists, by showing the company experts celebrating and proud of the GPtW title.

SII

COMPANY IMAGE

NUMBER OF WEBSITE VIEWS

25 959

Number of times people came
to Sii job offers website

PEOPLE

NUMBER OF NEW CANDIDATES

73% increase

Increase in sent CVs
(comparing to April/May 2017)

SCALE

NUMBER OF UNIQUE USERS

44% increase

Increase of new visitors at Sii
job offers website

Thanks to the campaign we build brand awareness that Sii is a great place to work - people came to Sii job offers 25 959 times and sent 73% more CVs in comparison to the same months in previous year.

**NOMINEES IN CATEGORY:
BUSINESS LEADER IN**

CSR

We reward employee-led initiatives that make a difference and bring about positive change for the society.

With more than 210.000 employees, the Business Services Sector plays ever greater a role in the context of local environment. Companies embed social and environmental actions into their business operations and interactions with stakeholders. Your employees ingeniously lead bold Corporate Social Responsible activities in many areas.

This category aims at rewarding initiatives led by employees that focus on environment, local communities, social minorities and culture, making a difference and bringing about positive change for the society.



Tigers

AXA XL

Ocean's education workshops

KMD POLAND SP. Z O.O.

Reanimator

**TATE & LYLE GLOBAL SHARED
SERVICES SP. Z O.O.**

Helping Tate & Lyle way



Lions

CREDIT SUISSE POLSKA SP. Z O.O.

"10+1 Deeds for 10+1 Years"

- Employee Charity Program

INFOSYS POLAND SP. Z O.O.

Dreamcatcher

UBS

Kids camp



AXA XL

Ocean's education workshops

Climate changing which has a big impact on the coral dying and bleaching. The environment is changing rapidly.

Raise the awareness of our behavior. Showing the visible changes to teach the people how much we can do to protect the environment.

AXA XL

COMPANY IMAGE
PERCEPTION OF AXA XL

Qualitative

Center truly caring for the
environment

PEOPLE
EMPLOYEE ENGAGEMENT

Feedback

AXA XL employees increased
employee engagement

Reach as many kids as possible and changing
the awareness outside and inside the office.



KMD POLAND SP. Z O.O.

Reanimator

Only 7 out of 100 victims of cardiac arrest survive in Poland.
The chance to save people's lives depends on 2 first minutes.
Our solution helps to provide quick first aid to increase
surviving rate.

Our Talent Lab's participants created REANIMATOR
– the automated guide, AED finder and first aid teacher.
It's CSR, great employer branding, and talent development
and assessment. Win-win solution.

PEOPLE

SURVIVAL RATE INCREASE

+80% survival rate

Survival rate in out-of-hospital
cardiac arrest incidents

PEOPLE

MORE FIRST-AIDERS

Continuous growth

Creation of first-aiders
community

PEOPLE

INCREASING AWARENESS

Continuous growth

Increasing awareness and the
first aid knowledge

1. Increasing survival rate in out-of-hospital cardiac arrest incidents.
2. Increasing awareness and the first aid knowledge.
3. Creation of first-aiders community.

TATE & LYLE



TATE & LYLE GLOBAL SHARED SERVICES SP. Z O.O.

Helping Tate & Lyle way

Realizing the Company's global purpose - Improving Lives for Generations. Accelerating local charity initiatives in a structured way. Building an engaged, truly influencing team.

Build a charity strategy targeting local community and small organizations. Form a purpose-driven, engaged and efficient Charity Team. Employees deciding who and how to support.

TATE & LYLE GLOBAL SHARED SERVICES SP. Z O.O.

PEOPLE
ORGANIZED ACTIONS

6 actions

Successfully completed
charity actions

PEOPLE
COLLABORATION

7 organizations

Strong partnership built with
7 local organizations

PEOPLE
CHARITY TEAM FORMATION

10 people

Charity Team formed of
10 passionate people

Positive impact on employee engagement and a significant step
in building social awareness, not only among our employees,
but also in the environment we live in.



CREDIT SUISSE POLSKA SP. Z O.O.

“10+1 Deeds for 10+1 Years” – Employee Charity Program

The aim of the program was to create an opportunity for Credit Suisse Polska employees to support local institutions and organizations that address major social issues in their closest communities.

Company created an opportunity for employees to nominate and implement their own socially-oriented projects. They were financially supported by the company and required employees' activity.

CREDIT SUISSE POLSKA SP. Z O.O.

PEOPLE

PEOPLE'S ENGAGEMENT

170 volunteers

We gathered 170
employee-volunteers

COMPANY IMAGE

CREDIT SUISSE IMAGE

13 organizations

We helped 13 various
socially-oriented organizations

We gathered 170 employee-volunteers who helped 13 various organizations by implementing 11 projects in just 2 months. Program strengthen Credit Suisse's position as socially responsible employer.



INFOSYS POLAND SP. Z O.O.

Dreamcatcher

Inability to achieve ambitious dreams for the lack of resources
(means & connections...).

Leverage the power of a common goal to bring
employee together and unite them for the achievement
of children dreams.

INFOSYS POLAND SP. Z O.O.

**SCALE
ACHIEVEMENT OF DREAMS**

Six dreams

Exceeded dream statement by provided more - details in PDF

**SCALE
MONEY COLLECTED**

3000 PLN

Money collected in the company for dreams was exceeded by 3000 ZL

**SATISFACTION
INTERNAL ESAT PARAMETERS**

Advocacy, Pride

Satisfaction, Advocacy & Pride scores increased

The main achievement of the event was to bring people together for a greater good.



UBS

Kids camp

Many parents as well as children look forward to the last day of school planning vacation break. Unfortunately many of kids from low income families will not have this chance and will stay at home

We think that every child should be able to experience an unforgettable adventure, meet new friends, grow their skills and passions. Kids camp is the best place to have a great summer time

UBS

PEOPLE
PARTICIPANTS

29 kids participated

Smiles on kids' faces were
unforgotten and lasted till the end

OTHER
INTERESTING ATTRACTIONS

Overall 22

Trips, workshops, meetings with
inspiring people and role models

During 2 weeks of the camp we had organized overall
22 attractions for 29 kids. Together we had made
kids' dreams come true.

**NOMINEES IN CATEGORY:
BUSINESS LEADER IN**

TALENT DEVELOPMENT & EDUCATION

This category awards the best, most unique projects aimed at drawing, retaining and educating the talent pool of the company.

The Business Services Sector may be the sector which offers the richest and most diverse portfolio of functional activities. It includes Finance, Banking, HR, IT, Communication, Logistics, Customer Services, Marketing, R&D just to mention few of them. This diversity is combined with a larger range of complex processes within these activities.

To successfully drive these activities, our sector relies on one of its strongest assets: its talent workforce.

This category aims at rewarding initiatives and programs led by companies which make extra efforts to hire, grow, promote and retain employees, whose capabilities are fundamental to nurture the current and growing pace of the sector.



Tigers

**CLARIANT SERVICES (POLAND)
SPÓŁKA Z O.O.**

People Excellence in Clariant SSC Poland

GLOBALLOGIC S.A.
GlobalLogic Education

KMD POLAND SP. Z O.O.
KMD Talent Lab



Lions

GEOBAN SA BRANCH IN POLAND
Secondary School in Pruszcz Gdański
(Patron Class)

HITACHI
REPRESENTING GBS
KRAKOW COMMUNITY

New Speciality at the University
of Economics: 'The Future of GBS'

INFOSYS POLAND SP. Z O.O.
Navigating Your Next: Leader
-driven Talent & Career Development



CLARIANT SERVICES (POLAND) SPÓŁKA Z O.O.

People Excellence in Clariant SSC Poland

To attract, on board, train, develop and retain
300 talents within 3 years period of time.

Internal system to attract and identify talents,
advance framework to assess key competencies
needed to success, appropriate training platform
to close competency gaps, talent management program.

CLARIANT SERVICES (POLAND) SPÓŁKA Z O.O.

SATISFACTION

PEOPLE APPRECIATION

Sense of belonging

Time and money investment in people's development; appreciation

PEOPLE

PEOPLE DEVELOPMENT

Steady improvement

Great number of highly qualified experts; skillful talents

TIME

3 Y. PERIOD FOR EXPANSION

Strive to growth

During 3 years fully established SSC with numerous talents

During few years we managed to established fully SSC with dedicated, skilled people. We continuously develop them and their competences. We believe in courageous leadership and we train the experts.



GLOBALLOGIC S.A.

GlobalLogic Education

The strategy of the company is focused on growth and, consequently, the need for continuous employment. Operating in new technologies and innovative projects that require specialized knowledge.

Improving the qualifications of students and future employees through training, workshops, conferences, cooperation with the universities and the development of the Research & Development centre.

GLOBALLOGIC S.A.

PEOPLE
TRAINED PEOPLE

250+ in 2017-1H 2018

250+ students & juniors from outside of GlobalLogic were trained

PEOPLE
INTERNS/TRAINEES HIRED

60+ in 2017-1H 2018

We hired 60+ people who took part in our training and internships

PEOPLE
NUMBER OF EMPLOYEES

+100% in 2017-2018

Our number of employees was doubled in 1 year

The success of the “IT in Automotive” conference in Szczecin.
The development of the Research & Development department.
The launch of the idea of meetups and tech talks.



KMD POLAND SP. Z O.O.

KMD Talent Lab

In KMD we had very consistent project teams with a majority of senior developers. We saw risks in such set-up both from a management perspective and from aspects like atmosphere or workflow in teams.

Talent Lab is a perfect solution to attract young developers with good skill-set and high motivation to gain new competencies. It also engaged senior programmers in teaching & mentoring of newcomers.

KMD POLAND SP. Z O.O.

**PEOPLE
APPLICATIONS**

450 applications

450 applicants - a great response
rate at the recruitment stage

**PEOPLE
NEW JOINERS**

41 new employees

41 graduates employed
in our regular teams

**SATISFACTION
ENGAGEMENT**

30 mentors

Great engagement
of our internal experts

Great engagement of our internal experts
– we planned to recruit 15 senior developers to become mentors
but increased the number to 30 mentors (6 mentors per team)
due to the high interest in TL.



GEOBAN SA BRANCH IN POLAND

Secondary School in Pruszcz Gdański (Patron Class)

Competency gap in the system of public education on secondary level. Lack of cooperation with business. Educational program not linked with employers expectations.

Tailor made educational project. Creation of Patron Class in the school. Project supported by regional funds and employer. Students with exclusive opportunity to take part in summer internships.

GEOBAN SA BRANCH IN POLAND

SATISFACTION

THE PATRON CLASS

3 years program

20 student each
year

COMPANY IMAGE

BRANDING

In the Pomerania

Excellent promotion of employer
and sector brand

PEOPLE

SUMMER INTERNSHIP

20 students

Perfectly run internship program
with high level of participation

First year program was closed with positive mark and students opinions. We are looking forward to organize and take care for two next classes. We hope we will not stop that program after 3 years.



HITACHI REPRESENTING GBS KRAKOW COMMUNITY

New Speciality at the University of Economics: “The Future of GBS”

The GBS industry in Poland has been remarkably successful and growing rapidly in the last 20 years. However, new challenges related to availability of talent and growing skillset gap are coming along.

As a response to the challenges, Hitachi together with the University of Economics: kicked-off a pioneering initiative of a new educational model focused on the development of practical skills.

HITACHI REPRESENTING GBS KRAKOW COMMUNITY

SCALE
PARTICIPATING COMPANIES

17 companies

17 GBS Krakow based companies
joined the project

SATISFACTION
GBS REPRESENTATIVES

50+ GBS team members

Actively joined the program
(as lecturers, SMEs)

In a cooperation with 17 GBS companies operating in Krakow that decided to join the project, we have just accomplished a creation of a new specialty/ concentration at UEK called “the Future of GBS”.



INFOSYS POLAND SP. Z O.O.

Navigating Your Next: Leader-driven Talent & Career Development

Inadequate preparation for a people-manager role, overlooking employee's need of career/skill development and a belief that "Only we have to develop skills, they (leadership) don't"...

Senior Leadership attending/conducting sessions ,
introduction of world-class leadership skills trainings
for people-managers, gamification principles
& science-based change management gets results.

SCALE
FEEDBACK-PEOPLE-LEADERS

58.7% to 70%

Feedback score moved from
58.7% (FY18) to 70% (Q2FY19)

PEOPLE
ATTRITION

1.63% & 6.63% drop

Reduction in Attrition by 1.63%
& 6.63% (TL & team)

Feedback for people-leaders improved from 58.7% (FY18) to 70% (Q2FY19) Feedback for Focus on Development moved from 48.3% (FY18) to 57.6% (Q2FY19) Reduction in Attrition by 1.63% & 6.63% (TL & team).

**NOMINEES IN CATEGORY:
BUSINESS LEADER IN**

CUSTOMER EXPERIENCE

We recognize the most compelling success story of building customer intimacy and improving customer satisfaction in business services delivery.

Building and sustaining Customer Intimacy leads to improved business performance. Many initiatives are launched with the goal to increase value for the end customers/users and bring higher satisfaction.

The award in this category recognizes the most compelling success story of building customer intimacy and improving customer/user satisfaction in business services delivery.



Lions

GEOBAN

**PRIDE - Professional Returned ID
Environment Platform**

SCHNEIDER ELECTRIC

**Our success formula:
CX = Service Excellence x EQ2**

SHELL POLSKA SP. Z O.O.

**Outward Mindset as a game-changer
of our customers' experience**



GEOBAN

PRIDE – Professional Returned ID Environment Platform

The project was conducted to improve customer's journey and reconcile business trends with business objectives by focusing on reducing processing errors, complaints, waste and service defects.

The workflow structure allows for constant development and new technologies incorporation. Apart from efficiency process was redesigned in the way to increase Fraud detection.

GEOBAN

OTHER CUSTOMER

230 000 customers

**Improved customer journey
for 230k customers per year**

PRIDE platform is a sophisticated RPA that contributed to the realization of business goals and had positive impact on customer experience with tangible results.

Life Is On

Schneider
Electric



SCHNEIDER ELECTRIC

Our success formula: $CX = \text{Service Excellence} \times EQ_2$

In less than 6 months, we lost 18% of our business: services went back to the countries. We had a grace period for the remaining 82% who expected a drastic rise in their customer experience.

Customer delight is the marriage of Service Excellence and EQ: we placed the customer at the heart of our identity and applied design thinking to improve daily interactions and reengage emotionally.

SCHNEIDER ELECTRIC

FINANCIAL
COST PER EMPLOYEE SERVED

Percentage

Cost per employee served
reduced by 12%

SATISFACTION
NET PROMOTER SCORE

Percentage

Net Promoter Score
grew by 201%

EXPANSION
SERVICE FOOTPRINT

Number of countries

Number of countries served rose
from 5 in 2016 to 33 in 2018

We regained the trust of 23 new countries, served 9000 new employees, improved NPS by 20%, reduced our cost per employee served by 12% and obtained 8 external and Schneider Electric recognition.



SHELL POLSKA SP. Z O.O.

Outward Mindset as a game-changer of our customers' experience

Process migrations caused the move of the critical mass to Customer Operations in Krakow. Breakthrough business results requires a change of mindset with holding everyone accountable for their impact.

Increase ownership, accountability, individual's empowerment and commercial mindset by understanding and measuring the impact thanks to Outward Mindset approach (by Arbinger Institute).

SHELL POLSKA SP. Z O.O.

**FINANCIAL
BUSINESS GROW**

11.6% / year

**Financial results: business grow
by 11.6% in a year time**

**SATISFACTION
CUSTOMER EXPERIENCE**

from 8.2 to 8.6

**Increased from 8.2 to 8.6 in 8
months (target of 8.5 out of 10)**

Customer experience; increased from 8.2 to 8.6 in 8 months
(target of 8.5 out of 10). Financial results; business grow
by 11.6% in a year time.

**NOMINEES IN CATEGORY:
BUSINESS LEADER IN**

BUSINESS EXCELLENCE

We recognize the projects which enhance the process quality, reduce operational costs or are, overall, beneficial to the enterprise.

Driving high performance and higher productivity across organizations and enhancing financial performance of operations are standard practices in today's business services sector.

The ability for each organization to continuously improve the bottom line is at the heart of our operations.



Tigers

CLARIANT

GBS CLARIANT LEAN TRANSFORMATION

DIGITAL TEAMMATES

Robotic factory

MAN ACCOUNTING CENTER

MAN unMANned



Lions

CREDIT SUISSE POLSKA SP. Z O.O.

HR Transformations

FUJITSU

Custom-tailored Service of the Future

PMI SERVICE CENTER EUROPE

UnclePhil Chatbot - taking the robot
out of the human



CLARIANT

GBS CLARIANT LEAN TRANSFORMATION

GBS CLARIANT needs to implement true Lean Culture in order to deliver its services in its 3 centers with high quality, exactly just-in-time required by its customers and at the low possible cost.

GBS decided to install 3-Pillar approach for Lean Transformation. This approach combines structured Lean Missions in E2E processes, daily Lean executed during daily huddle meetings and Idea Generation.

CLARIANT

FINANCIAL

INCREASE IN INVOICES PAID

From 68% till 73%

In Source-to-Pay global process
% of invoices paid on time

TIME

LEAD TIME REDUCTION

From 3 to 2.41 days

From Purchase Requisition to
Purchase Order - Procurement

SATISFACTION

% OF IDEAS IMPLEMENTED

From 4⁰% to 35%

% of ideas submitted and positively
approved and then implemented

Key improvement in Source-to-Pay and Order-to-Cash achieved in Quality, Velocity (Lead Time) and Productivity/ Profitability achieved. Also in employee engagement in Lean Culture and in Lean roles.



DIGITAL TEAMMATES

Robotic factory

There is no Rent-a-Robot offering on market.
It is difficult to deliver robotization at scale.

Creating robotic factory based on highly automated processes
where developers of the robots are people with no IT background.

DIGITAL TEAMMATES

FINANCIAL COST SAVINGS

19 percent

Running cost efficiency
on the team

TIME TIME TO MARKET

3.5 weeks

Time spent from contract signing
to first robots deployed

SATISFACTION ROBOTS ACCURACY RATIO

100 percent

Percent of the transactions
processed accurately by robots

We achieved significant cost savings (19%) with extremely short time to market period (3.5 weeks) with robots accuracy ratio at 100% (no mistakes up to date).



MAN ACCOUNTING CENTER

MAN unMANned

Our main problem was high ratio of relatively simple and repeatable tasks with low motivation for people. Secondly we had high month end close peaks with huge impact on overtime and process stability.

Implementation of 4 robots: 4 for invoices booking and one as shared for IC reconciliation. It reduced time spent on the simplest operations, reduced peaks, created new services and branding for SSC.

MAN ACCOUNTING CENTER

COMPANY IMAGE
RPA IMPLEMENTATION

FIRST

1st successful implementation
in MAN Group

SATISFACTION
QUALITY & RELIABILITY

100 percent

Nearly all standard errors during
reconciliation were eliminated

FINANCIAL
COST SAVINGS

5 FTEs (Headcount)

Shift 5 FTEs to more sophisticated
and challenging tasks

FTE impact was key benefit gained from RPA implementation. Additionally, it improved employees and customer satisfaction. Now SSC provides RPA services to other MAN entities.



CREDIT SUISSE POLSKA SP. Z O.O.

HR Transformations

Substantial challenges in insufficient use of self-services, high level of manual work, missing front-to-back integration which caused lack of transparency for employees using HR service.

Decision to launch an HR transformation program which moved the HR area to digital and highly automated world by introducing automation, innovation and digitalization, highly improving User Experience.

FINANCIAL
FINANCIAL BENEFITS

1.5 years payback

Significant business benefits with
a 1.5 years payback period

SCALE
GLOBAL TRANSFORMATION

50 000 people

Transformation for 50.000 people
in 20 key functions

Significant business benefits with a 1.5 years payback period,
digitizing over 50% of documents, reducing errors of manual
processing in 20 key functions and providing a digital
platform for 50k users.



FUJITSU

Custom-tailored Service of the Future

In a constantly changing environment, companies are looking for IT players who are custom-tailored and have the ability to fit to customer needs.

We not only follow the changes but create them and help the retail business to achieve their goals by being innovative, smart and always one step ahead.

FUJITSU

TIME
TALK TIME WITH END USER

40% decrease

Time spent on the phone with
users decreased by 40%

COMPANY IMAGE
END USER SATISFACTION

Highest since 2015

Fujitsu being recognized as
a partner by end users

The way a team plays as a whole determines its success
and the innovative way we play for our Customer set us
aside from any of the other retail service desks.



PHILIP MORRIS INTERNATIONAL



PMI SERVICE CENTER EUROPE

UnclePhil Chatbot - taking the robot out of the human

Looking for efficiency gain through removing “robotic” tasks from our HR supporting teams related to answering repetitive questions and improving employee experience.

UnclePhil chatbot elevates employee experience through providing instant and relevant responses to most common questions.

PMI SERVICE CENTER EUROPE

TIME EFFICIENCY

150 hrs/monthly

Time gained
by supporting teams

SATISFACTION EMPLOYEES' EXPERIENCE

Instant response

Employees receiving instant
response to their questions

PEOPLE REMOVED REPETITIVE TASKS

1500 questions/month

Focus on more complex
and analytical tasks

Chatbot helped to gain time efficiency of HR supporting teams and improved satisfaction of employees from received service.

About



ABS L is the leading business service association in Central and Eastern Europe. ABS L associates top investors and supports the growth of the industry nationwide.

www.absl.pl

Prepare for the next edition of ABS L Diamonds

Winning the ABS L Diamonds Awards proves company's strive to constant development, to excellence and innovation. The best Tigers and Lions are also promoted in communication endeavours conducted by ABS L - key business sector association in Poland.

Get in touch today
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