

# Digestible data-driven insights for shared services and outsourcing

**SSON Analytics** is the global data analytics centre of the **Shared Services & Outsourcing Network (SSON)**, the world's largest community of shared services, outsourcing and transformation professionals.

SSON Analytics offers visual data insights that are simple, accurate, and digestible to the global shared services and outsourcing community, via analysis of a blend of proprietary and public data.

Thousands of global business services and outsourcing professionals use our data to understand the shared services landscape in their region through a variety of **interactive data tools, analytics reports and customised data insights.**

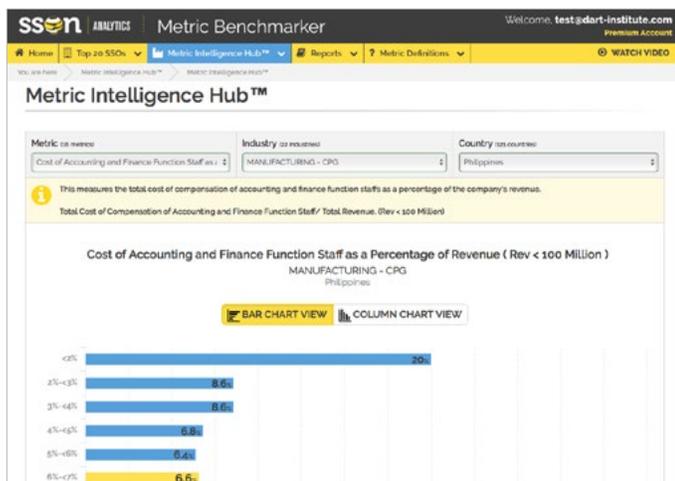


# Interactive data tools to explore the global shared services and outsourcing landscape

## METRIC BENCHMARKER

The benchmarking data contained in the Metric Benchmarker allows users to compare their shared services centre (SSC) benchmarking data against an aggregated group of named companies OR select individual metric benchmarks by industry and country.

### ACCESS BENCHMARKS USING EITHER:



The **Metric Intelligence Hub™** houses country and industry-specific benchmarking datasets generated in-house using a productivity efficient benchmark model (CICI-PEB) which is unique and proprietary to SSON Analytics. This aggregated global model was created using detailed technological and industry information from 121 countries and 22 industry verticals globally. Users can filter by country and by industry to access accurate, proven benchmarking data across 26 Finance & Accounting and HR metrics.

### OR



The **Top 20 Most Admired SSOs** aggregated data allows users to compare their SSCs against in-depth, aggregated benchmarking data sets from 83 SSCs belonging to the Top 20 Most Admired SSOs of 2017.

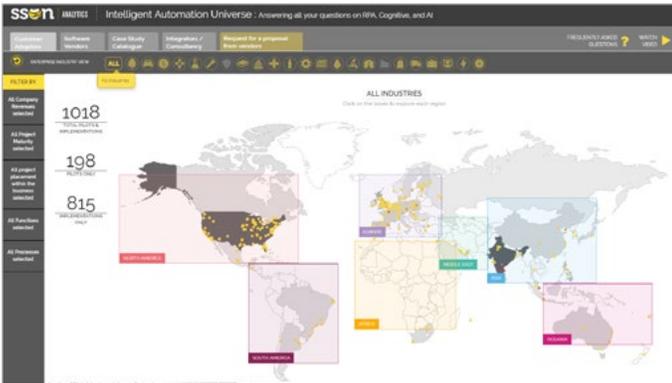
Input your organisation's benchmarking data into this interactive tool to find out where you stand against your peers across 25 Finance and HR metrics. Your personalised benchmarking results include:

- **Personalised Enterprise Dashboard:** Compare your metrics on an enterprise level
- **SSC Metric Checker:** Benchmark your centres against the top 20 most admired SSOs and filter by maturity, revenue, sourcing model and location
- **Aggregated Benchmarking Reports** on the top 20 most globally admired SSOs of 2017 at strategic and SSC levels.

**Benchmark your centre across 4 metrics for free. Upgrade to Premium to benchmark against all metrics.**

Subscribe today at [sson-analytics.com](http://sson-analytics.com)

# INTELLIGENT AUTOMATION UNIVERSE



Access the first level of data for free. Upgrade to Premium for full access to all data and filters.

Explore the global landscape of intelligent automation activity within F&A, HR, IT and Customer Services functions.

This interactive data tool showcases a comprehensive database of software vendors, as well as customer implementations and pilots around the world. The Intelligent Automation Universe includes:

- **Customer Adoption Landscape:** Explore this interactive map to discover where all the intelligent automation implementations and pilots are happening around the world. Drill down by region and country and filter by industry, company size, functions and processes.
- **Software Vendor Directory:** Interrogate the data to understand who and where all the vendors are, including their product capabilities and types and locations of customers they service.
- **Case Study Catalogue:** Get real-life use-cases of implementations of RPA, Cognitive, and AI software in business support functions, including transparency of actual process, method, timelines and results that end users have experienced when implementing the software.

## FROM 0 TO 2000 BOTS IN ONE YEAR – ANZ’S MOMENTOUS RPA SCALE-UP

ANZ’s robotic process automation (RPA) journey started in November of 2014 with the build and implementation of their first bot for which they chose the difficult task of automating their Client Onboarding process.

After 33 months of working through the challenges of RPA implementation, the ANZ team managed to reduce the building time of 1 bot in 6 months to 40 bots in a week.

### Here are some of the results achieved:

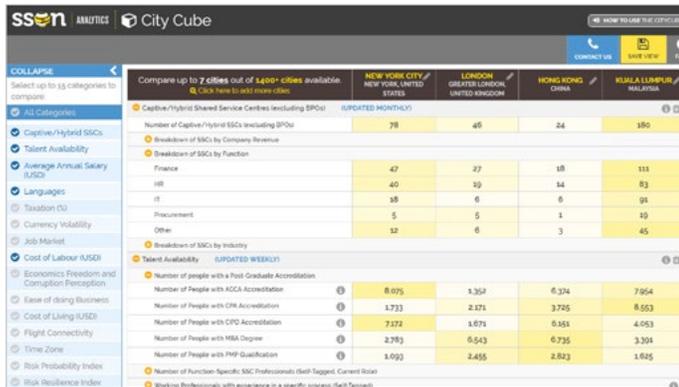
- 85% of all manual processes reduced - equivalent of hiring 400 additional FTEs
- Error reduction
- Improved customer experience
- Regulatory commitment
- Enabled scalability and increased agility of initiatives/projects within the business



READ THE FULL  
CASE STUDY



# CITY CUBE



Compare 1400+ shared services locations around the world across 25 variables in this site selection and maintenance tool.

Whether you're opening a new centre, relocating an existing one, or maintaining your understanding of how your SSC locations compare to others around the world, the City Cube is your go-to data tool.

Access data for 4 cities for free. Upgrade to Premium to full access to all 1400+ cities.

- **Number of existing SSCs**, by industry, function and revenue
- **Cost of labour** including cost per FTE, cost of center operation and overhead operations costs
- **Talent availability**, including post-graduate accreditations and function-specific SSC professionals
- **Language availability** across 20 languages
- **Average salaries**
- **Job market competitiveness**
- **Cost of living**
- **Risk factors**, including natural disasters, power outage, terrorism, sovereign default and war
- **Taxation rates**, including personal, employment, business and VAT/GST

# SHARED SERVICES ATLAS



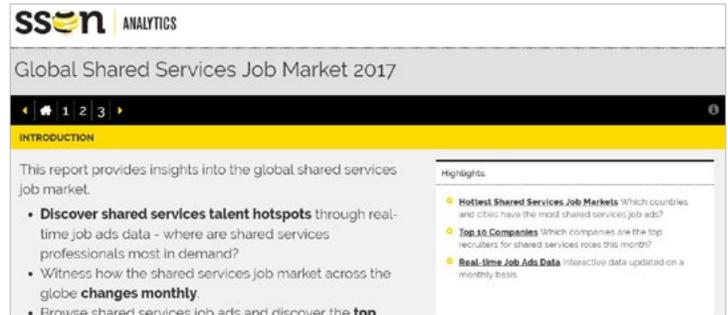
Explore the global service delivery landscape through this interactive map of 8000+ delivery centre locations.

Use the Shared Services Atlas to locate delivery centre hotspots around the world by viewing the number of SSCs and BPOs at country, state and city level from our global database of 6000+ SSCs and 2000+ BPOs. Filter the landscape according to different criteria, including:

Access the first level of data for free. Upgrade to Premium for full access to all data and filters.

- **Functions serviced** (F&A, HR, IT, Procurement)
- **Industry**
- **Company size** (by revenue)
- **Company country of origin**

# SSON SALARY INDEX



Containing over 500,000 salary data points across 120+ job titles, this interactive tool allows shared services professionals assess how their compensation compares to their peers across 86 countries and 1,500 cities globally, by providing three free resources:

- Personalised Salary Benchmarking Dashboard compares participant’s salary with regard to job function, experience and location.
- Global Shared Services Salary Report provides accurate shared services salary data and trends analysis (to be published October 2017).
- Global Shared Services Job Market Report provides real-time insights into the global shared services job market.

**Benchmark your salary and access the Global Shared Services Salary and Job Market Reports for free**

BASIC ACCOUNT	PREMIUM ACCOUNT	
<b>FREE</b>	<b>PRACTITIONER</b>	<b>VENDOR</b>
	Single User Subscription: <b>USD \$1599 per year</b>	Corporate Subscription: <b>Price on application – Contact us</b>
	Corporate Subscription: <b>USD \$15,000 per year</b>	

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- **Practitioner pricing** is applicable to Shared Services Practitioners only, i.e. employees within an organisation’s Shared Services or Global Business Services.
- **Vendor pricing** is applicable to all other users, including (but not limited to) Business Process Outsourcers (BPOs), Consultants and Advisors, Market Analysts, Regional/Economic Development Agencies, and Technology Solution Providers.
- **Single User Subscription** is for an individual user only and the login is not to be shared across multiple users. This type of subscription is only available to Shared Services Practitioners.
- **Corporate Subscription** is for multiple, unlimited users from the same organisation.

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# VISUAL ANALYTICS WORKBOOKS

## SIMPLE, ACCURATE AND DIGESTIBLE DRILL-DOWN DATA REPORTS

A library of 60+ dynamic analytics workbooks covering global shared services locations, models, roles and functions which users can interrogate to get specific data in the shape of visual reports. These workbooks help users make decisions about their shared services organisations as they shed light on current trends.



Access to the first level of data in all analytics workbooks is free

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## Customised Data Reports

Need more detailed insights? Can't find the answer to your specific question?

SSON Analytics can provide customised data reports to help you:

- **Benchmark your shared services centre** against others in the same industry or region
- **Prepare your internal business case or RFP bid** with location-specific cost and talent data; including Cost of Operation and FTE, and language availability
- **Build a robust risk strategy and business continuity plan;** accessing data on risk resilience and probability (natural and geo-political) and currency volatility
- **Shortlist locations for an SSC feasibility study:** Compare set up factors including latest Govt grants and taxes Incentives, cost of labour, infrastructure and flight connectivity
- **Explore emerging locations/markets** in greater depth
- **Enhance your BPO relationship** with the data you need to move forward

Call **+65 6722 9400** or email **info@sson-analytics.com** to find out more.

## HOW SSON ANALYTICS HELPED SCHNEIDER ELECTRIC WITH LOCATION SELECTION OF NEW U.S. FINANCE SHARED SERVICES CENTRE



SSON Analytics created a customised data report containing more than 300 individual data points for Schneider Electric with the purpose of identifying the most suitable location for their finance shared services centre. After a full brief from Schneider Electric team, we mined our database of proprietary shared services data and undertook further research to obtain crucial metrics which allowed the client to assess the validity of the five cities under consideration.

**The report included data for 5 specified cities across the following metrics:**

- Number of existing shared services centres
- Average salary of accountants and auditors
- Number of accountants and auditors
- Number of available talent with specialist skills
- Number of graduates per annum in key fields
- Average salary for specialist skills
- Cost of living index

**READ THE FULL CASE STUDY**



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