

Shared Services Centre Masterclass

Reduce Your Cost Base, Improve Controls, And Enhance Service Levels

7 - 8 February 2022

This is an **interactive Virtual Instructor-Led Training (VILT)**. Kindly ensure you have a working Webcam and Headset with Microphone.

- ✓ Strictly limited number of seats to ensure maximum learning and experience for all delegates
- ✓ Thorough and customised program to address current market concerns
- ✓ Provision of a digital certificate to participants at the end of the training

KEY BENEFITS OF ATTENDING

- **GAIN** insights on how you can effectively design, build and launch shared services for your organisation
- **ALIGN** your SLAs with the objectives of the business
- **ENCOMPASS** KPI's into your SLA documents
- **DETERMINE** whether the deliverables of the SLA can be linked to your KPI'S
- **SELECT** and **INCLUDE** achievable SLA metrics and goals
- **DEAL** effectively with non-performance
- **MANAGE** changing requirements within the business
- **CHOOSE** your service centre pricing mechanism
- **LEARN** negotiation techniques to manage variation
- **OVERCOME** people and change management related challenges when transitioning to the SSC model