

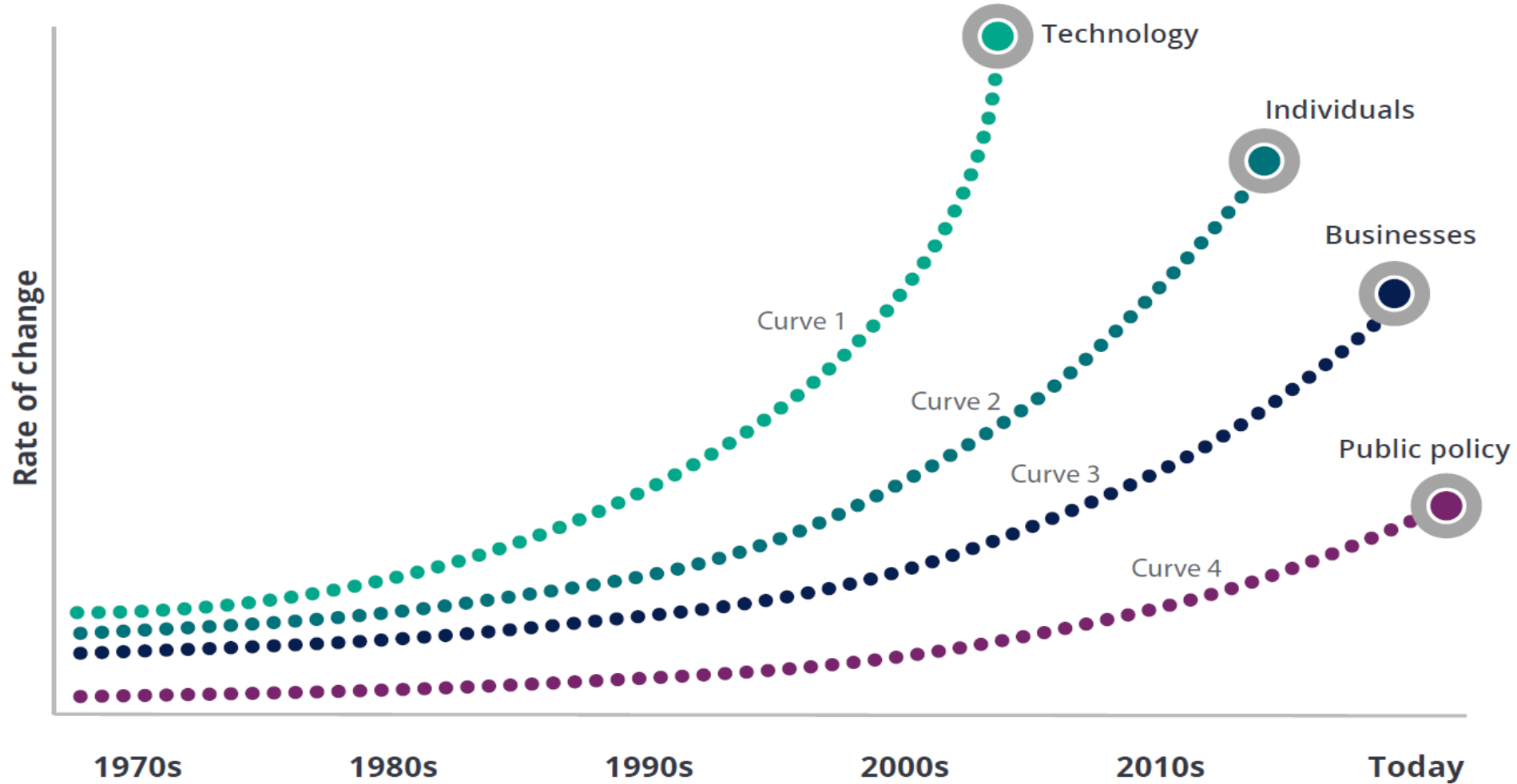
Global Trends in the Business Services Sector

Peter Moller

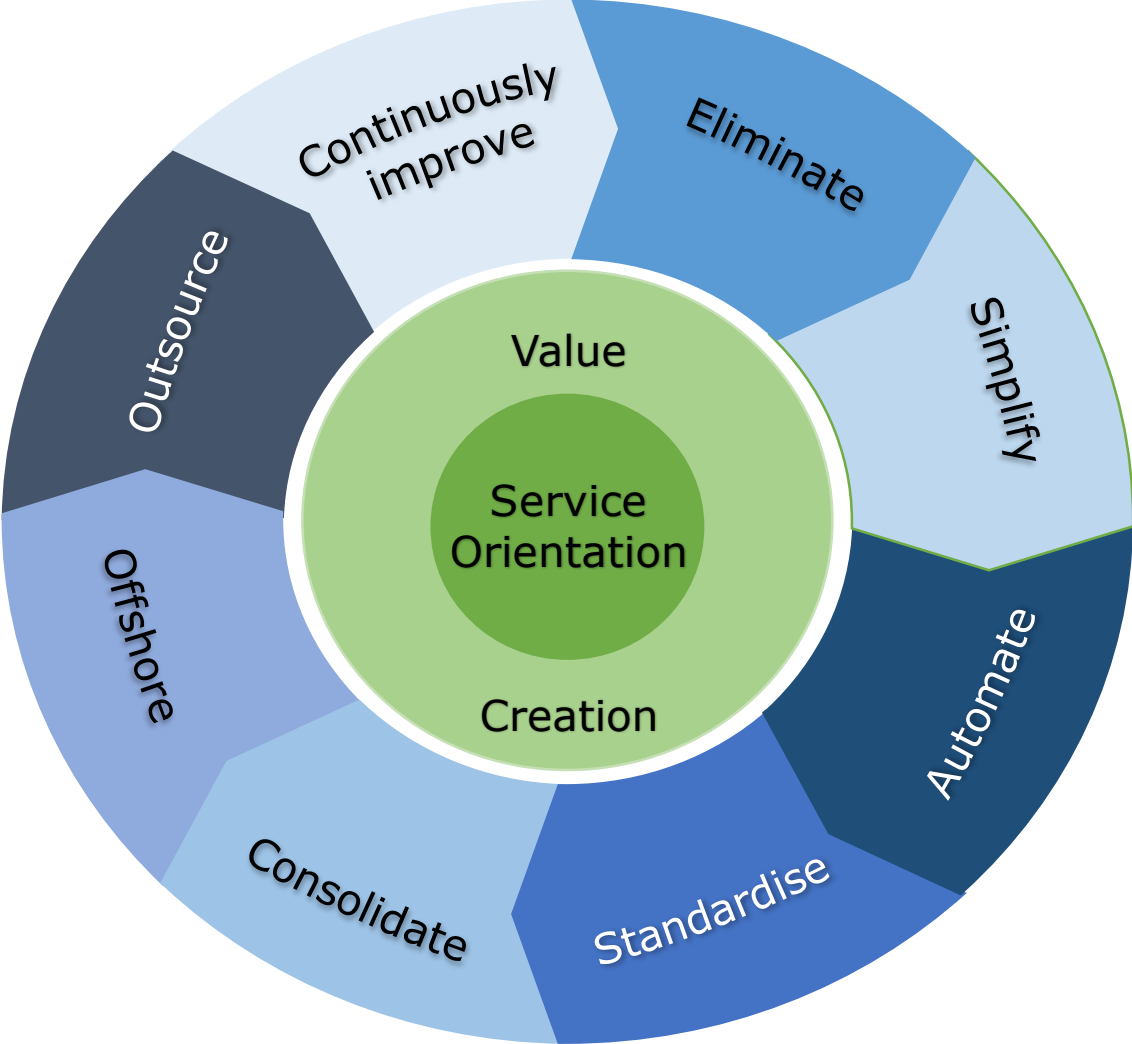
European Shared Services Leader

Deloitte

Business productivity falling well behind technology growth



Eight levers of back office transformation



Uncovering common GBS challenges

Organizations that fell short cited similar roadblocks to achieving long-term success

Key Person Risk

**Customer Experience
Gap**

**Lack of CEO
Sponsorship**

**Weight of
Governance**

**Shortsighted Talent
Mix**

Silo Mentality

Boiling the Ocean

**Insufficient IT
Partnering**

Ten game-changing practices in GBS

