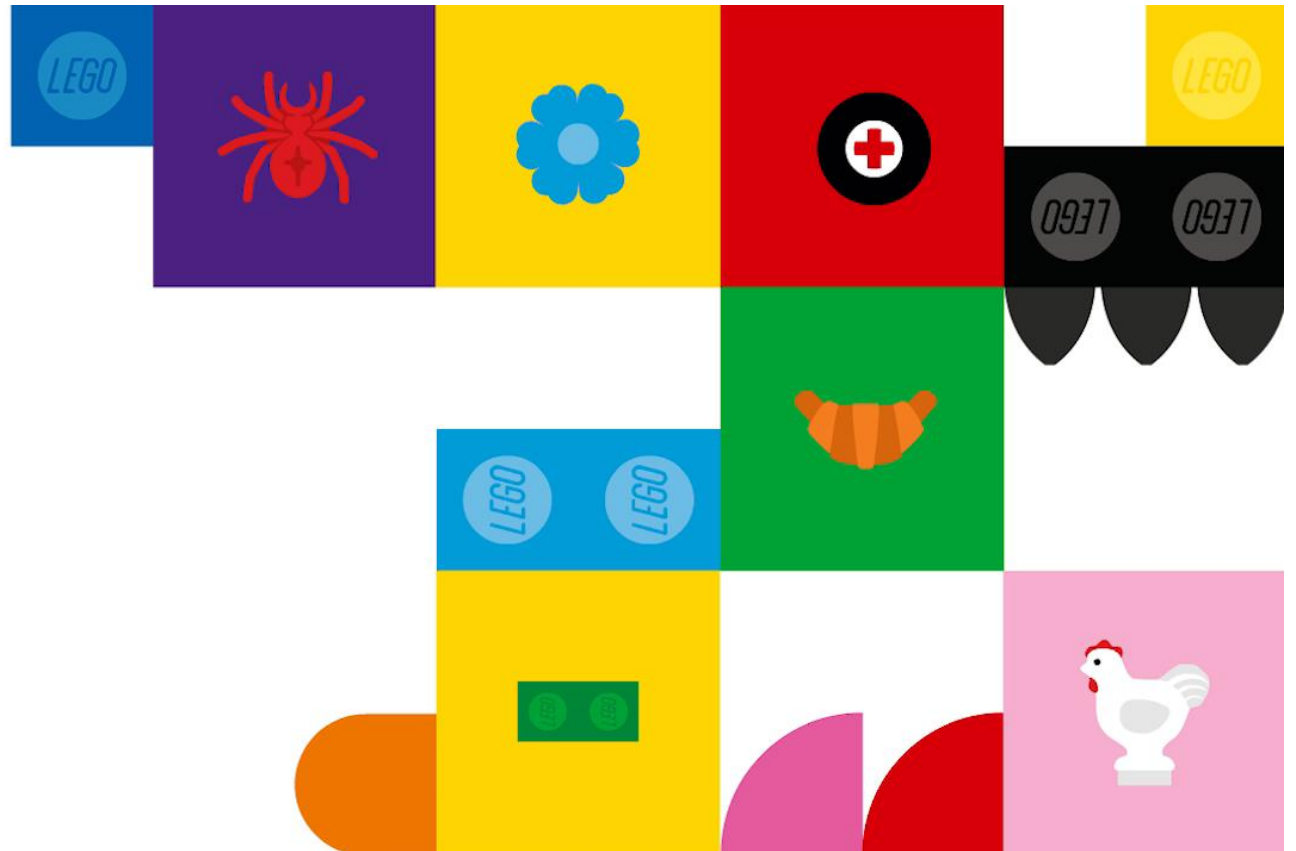


# PWC Digital Day

September 19, 2024







# We are a diverse and Global BSO (GBS) Team

**Young Organisation**  
- established in 2016



## **Our Vision**

Be a partner to the business enabling productivity and growth across end-to-end processes whilst delivering an awesome experience

**61**  
An industrial high  
**Net Promoter Score**



**5 main Captive sites**



**600**  
colleagues

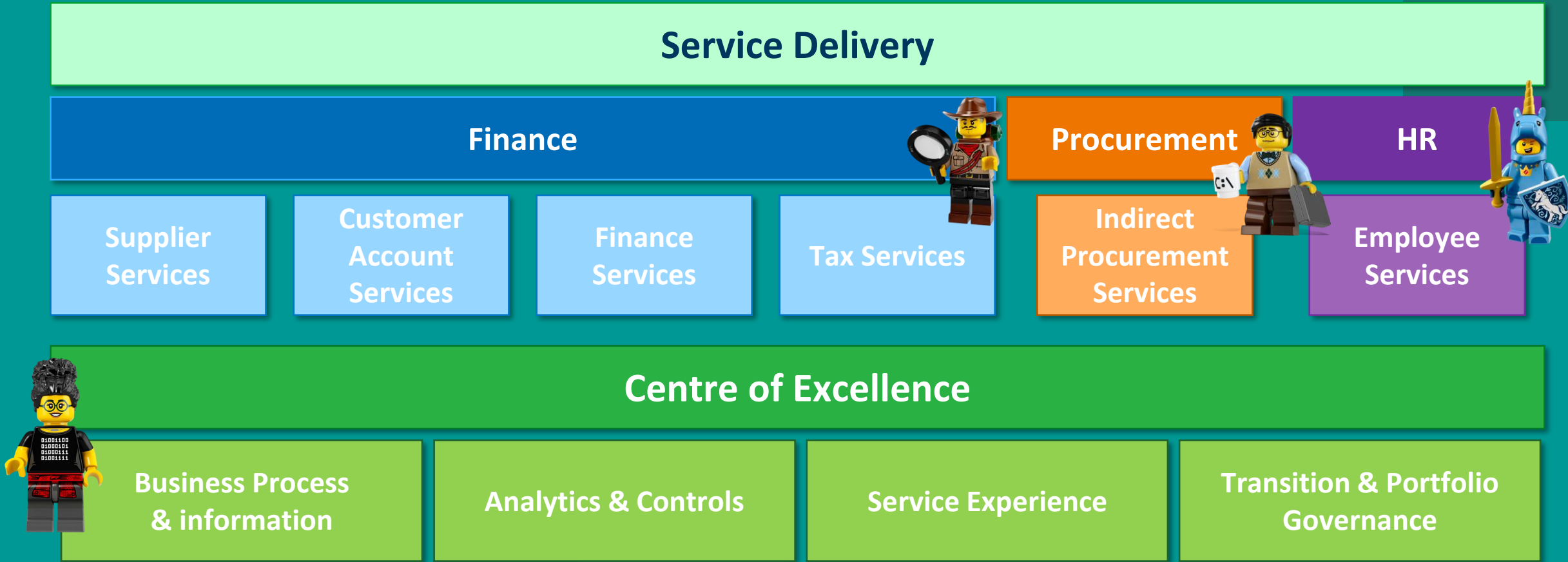


**#79**  
High **Employee Satisfaction rate**





# We deliver a combination of services powered by cross-functional expertise





# Aligned with our LEGO BSO Strategy 2026





# Enhanced speed delivers efficiency through technology

**+10%**

productivity

**+20**

business  
projects

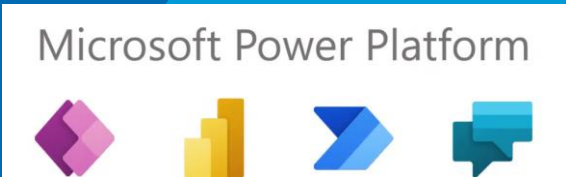
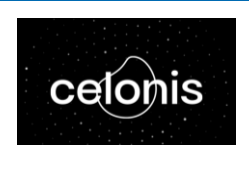
**61**

NPS

**0**

audit  
findings

**Powered by digital**







# Digitalisation mindset driven by Interview Scheduling Automation:



## Benefits

- Full integration to existing systems
- **70% removal** of manual admin
- Improved **user experience**
- Valuable **analytics**

## Learnings

- Agile approach supports **change**
- Increased **speed of response** and interview **acceptance**
- Increased candidate **engagement**





# Process improvements in Order-2-Cash driven by process mining



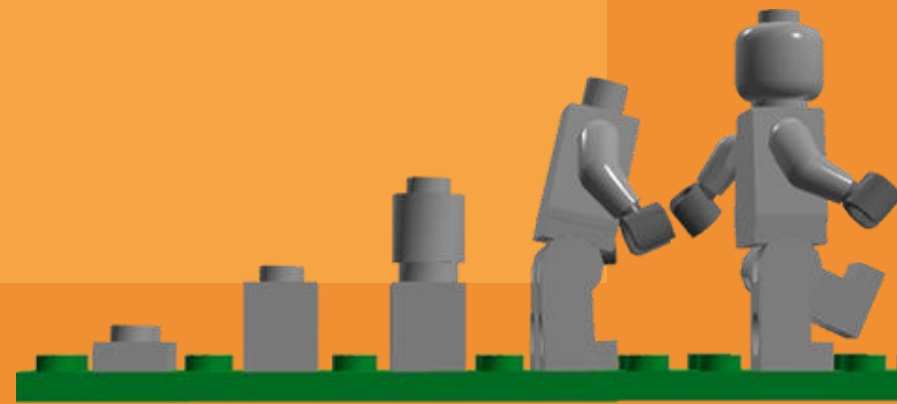
End-to-end process  
x-ray

## Benefits

- **Daily updates**
- **Claims resolution time**  
from 190 to 60 days
- **Credit block**  
from 35 % to 10 %
- **Process improvements**  
frees up 50.000 hours

## Learnings

- + 250.000 variants of Order-2-Cash process
- Catalyst for End-2-End process discussions
- Provides shared language to discuss 'order flow'







# Journal Entry Automation Minimum Viable Product



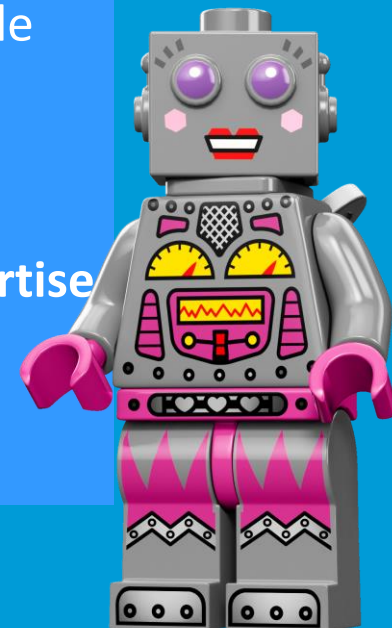
**BLACKLINE**

## Benefits

- **Automated segmentation** of spreadsheets into Multiple Journals
- **Automated journal uploads**
- **Redirecting resources to value-adding activities**  
e.g. strengthening compliance

## Learnings

- Ensuring **reliability** and **stability**
- **Aligning vendor standards**
- **Efficiency** and **learning** while progressing towards digital solutions.
- **Leveraging combined expertise** across teams



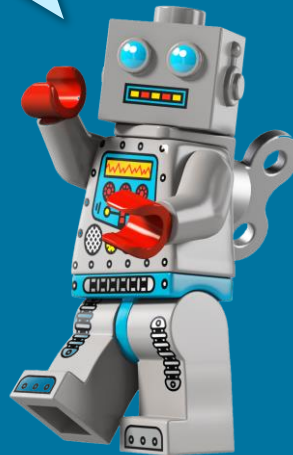


# More exciting digital projects ahead...

**S4/Hana**



**GenAI  
Chatbot for  
ServiceDesk**



**ML/AI/  
Gen AI  
exploration**



**More system  
integrations**





Questions?



LEGO



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