



**jeitosa** — [zhay-taw-za] (Brazilian Portuguese) adj. agile, skillful, adroit, clever, innovative, solution-oriented



India



Ireland



Brazil

## How effectively are you dealing with shrinking budgets and reduced staff?

### Critical Success Factors

- Governance Board with executive management buy-in and committed sponsorship.
- Ownership by the Business Units with active involvement in prioritization and decision-making.
- Service Level Agreements to clearly define the scope of services and set customer expectations.
- Measurements and benchmarks using Key Performance Indicators based on best practices.
- "Right-placing" services, combining decentralized support with centralized technology and processing
- Change management program to support the transition to a new business model.
- Sufficient planning to ensure adequate resources, budget, and timeframes for success.

### Our Scalable Approach

Designed to compliment your current skills and capacity, Jeitosa offers a scalable approach:

With our **Guided Approach** – you do it, we show you how – Jeitosa provides you with an experienced shared services advisor to help guide your deployment team.

With our **Supported Approach** – we do it together – Jeitosa partners with your project team and provides shared services design and deployment expertise to augment your project team in the areas where you need support.

With our **Managed Approach** – we do it, you support us – Jeitosa provides a program manager and a team of experienced consultants to fully support your shared services deployment – from strategic vision and business case to operational design and global deployment.

## Shared Services Strategy and Deployment

- Addresses the unique challenges of global shared services design and development
- Leverages best practices to ensure deployment is scaled to meet your business needs
- Centralizes appropriate functions while leaving others where they are performed best

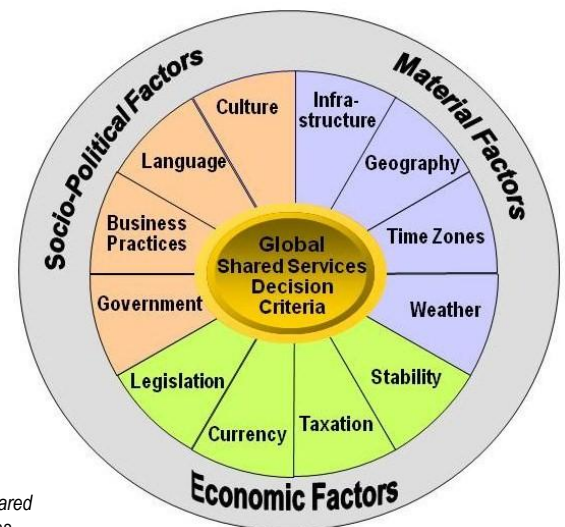
The true business case for Shared Services involves providing employees and customers with exactly the services they need at the lowest possible cost. However, numerous studies show that only about half of shared services centers deliver services to their entire population, leaving considerable opportunities on the table. Mature organizations may support as much as 80% of their population yet leave many business functions untouched – disparate and fragmented across the enterprise.

Shared Services have proven to reduce costs and improve processing efficiencies by up to 40%. So why don't more organizations move to the shared services model? Lack of knowledge or fear of customer dissatisfaction should not be reasons to avoid the shared services approach.

The first step in building a shared services strategy is an assessment of the organization's current processes and an identification of where efficiencies can be gained while maintaining high levels of service and service quality. Jeitosa's approach focuses on identifying new business requirements for the enterprise, finding economies of scale, and selecting appropriate functions to consolidate that align with the company's strategic direction. Once identified, a plan can be developed that meets the budget and time frame. Shared services is one sure-fire way to gain the competitive advantage needed to succeed in today's challenging marketplace.

## Global Shared Services Challenges

There are many factors involved in making the decision on where to locate a global shared services center – from socio-political factors to material and infrastructure issues to the economic and legislative environment, Jeitosa can help you make the right decision for your organization.



Source: *Common Cause: Shared Services for Human Resources*

## Our People

### Knowledgeable, Collaborative, Committed

...transnational network of over 50 consultants across more than 20 countries, averaging 15 years of experience in human resources, financials, and information technology solutions, including:

#### KAREN BEAMAN

CEO / Founder / Global Advisor



...widely recognized as a global HR industry guru and business leader, Karen has built and led many global teams for Fortune 500 companies. She is Editor-in-Chief of the IHRIM Journal and has published four books. In 2002, she was honored with IHRIM's Summit Award for her lifetime achievements in the field of HR systems. She is fluent in English, German, French, and Portuguese.

#### LUIZ HENRIQUE DE OLIVEIRA

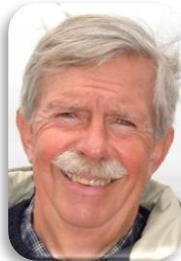
Senior Global Advisor



...with over 25 years international HR and HRIS experience, Luiz has served as Senior Product Strategist at Workday, and was responsible for Customer Service and Sales and Marketing in Latin America for ADP. Fluent in Portuguese, Spanish and English, Luiz is a recognized expert in Latin American regional HR issues and effective sourcing and delivery strategies.

#### AL WALKER

Senior Global Advisor



...former Global Practice Leader and Principal with Towers Perrin, Al is the well-known author of three books and over 50 articles on HR technology. An Adjunct Professor at Rutgers University, Al holds a BS from Fordham University, and an MBA in Economics from Seton Hall University. He is the recipient of IHRIM's Summit Award for lifetime achievements in the HR technology field.

#### STEVE PARKER

Vice President, North America / Strategic Advisor

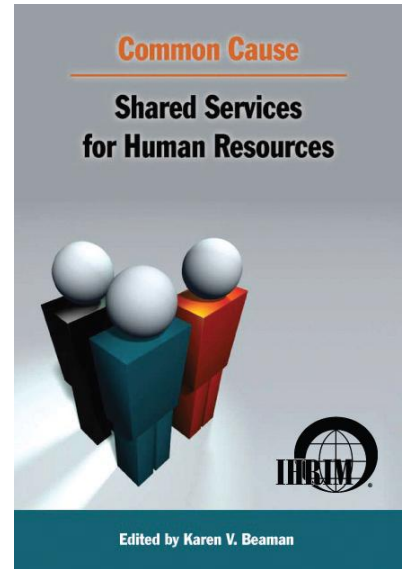


...former senior manager with ADP and founder of PMPartners, Steve has over 30 years of experience working with clients to select, implement, and refine their HRIS applications. Steve has experience with process alignment, shared services, outsourcing, and internal solution development. He has worked with many Fortune 500 companies on developing successful HR strategies and solutions.

## Our Experience – Your Advantage

Committed to excellence and total satisfaction, we help our clients expand their own capabilities, guaranteeing the results of all we do. Many of the world's greatest companies and most important industry leaders have turned to Jeitosa Group International to help them define and develop their shared services strategy and deployment direction.

Our knowledge and experience in this area is so extensive that several members of our transnational team contributed to the IHRIM-sponsored book *Common Cause: Shared Services for Human Resources*. With chapters ranging from vision and strategy to people and process to deployment and operations, including a focus on assessment and measurement, this book has become THE definitive resource for shared services deployment for HR professionals. You can purchase a copy of this book through IHRIM or Amazon, or just contact us, and we'll be happy to send you a free, autographed copy.



### WHY WE'RE DIFFERENT

- Experts:** Research-based knowledge, best practice sharing, and real-world experience
- Agile:** Innovative and flexible solutions to address modern, complex business problems
- Global:** Transnational approach, meeting local needs, bringing global results
- Mentors:** Knowledge transfer to make you stronger and better than when you started

### OUR COMMITMENT

...strengthening your capabilities, leaving you more aligned, more aware, more effective

## Jeitosa Strategic Enterprise Business Services Issue-Focused, Strategically-Aligned, Goal-Oriented



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