



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



India



Egypt



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 complement 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 the services they need at the lowest possible cost. However, numerous studies show that only about half of shared services centers in operation 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 a Shared Services model? Lack of know-how, concerns over deployment, and fear of customer dissatisfaction should not be reasons to avoid the shared services approach.

The first step in building a Shared Services Strategy (SSS) is to conduct an assessment of the organization's current processes and identify where efficiencies can be gained while maintaining high levels of service and service quality. Jeitosa's approach focuses on selecting appropriate functions to consolidate that align with the company's strategic direction and building the business case by leveraging economies of scale. Once defined, a plan can be developed that meets the organization's 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 Strategic 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.

FREDDYE SILVERMAN

Vice President, US Eastern Region / Strategic Advisor



...former Vice President at Cendant Corporation with responsibility for strategic planning and oversight of all global HR systems; designed and oversaw the development of a large multi-purpose HR Service Center; managed the implementation of several large scale HCMs; created effective business cases; led multiple successful business process reengineering efforts and change management programs.

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.

CHRISTIAN ADLUNG

Vice President, EMEA / Global Strategic Advisor



...senior global executive and consultant with more than 20 years of experience in information technology, development and project leadership of large, complex and varied payroll and HCM systems, specifically in the global and European business environments. He holds a degree in Computer Science from the University of Bremen and is fluent in English, German, and Portuguese.

Our Experience – Your Advantage

Many of the world's greatest companies have turned to Jeitosa Group International to help with their global business needs. Committed to excellence and total satisfaction, we help our clients expand their own capabilities, guaranteeing the results of all we do. Here is a partial list of our clients:

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| ADP | H. B. Fuller | Puma Energy |
| Agrium | Haemonetics | Right Now |
| APP Pharma | Hewlett Packard | Salesforce.com |
| ASM ASTRA Soluções | HSBC | Sealed Air Corporation |
| Boston Consulting | Huber Corporation | Servco Pacific |
| Brandes | Human Concepts | Schering-Plough |
| Bristow | Hyatt Corporation | Siemens-Cinterion |
| Cardinal Health | IBM | SSCG Group |
| Carlyle Group | ITT Defense | Sun Products |
| Charles River | International Rescue | T. D. Williamson |
| Chiquita | J. M. Huber | Toyota Motor Sales |
| Church & Dwight | Lawson Software | Toutatis |
| Conference Board | Lenovo | Trojan Battery |
| ConvaTec | Life Time Fitness | TRW Automotive |
| Commerce Bank | Liquidnet | UCBH Holdings |
| Covad | MacArthur Foundation | United Technologies |
| Cancer Treatment Ctr | Magnum | United Nations |
| Data Doman | Millennium | Upsher-Smith |
| Fidelity Investments | McKee Foods | Verifone |
| Flextronics | NA Mission Board | Waggener Edstrom |
| Freightquote | North Bay Healthcare | VMWare |
| GENBand | MSCI Barra | VWR International |
| Gensler | One Source VHR | Workday |
| Google | QAD, Inc. | Xactly |
| Grass Valley | QinetiQ NA | Zetainteractive |
| Great Hill Partners | QlikView | Zip Realty |

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's Strategic Global Enterprise Model (GEM) Issue-Focused, Strategically-Aligned, Goal-Oriented



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