



SGS INVESTOR DAYS 2019

全球业务支持中心 GLOBAL BUSINESS SERVICE

Nicole WU

Deputy Regional Controller
NEA Region

7-9 November 2019

WHEN YOU NEED TO BE SURE

SGS

Established in 2017

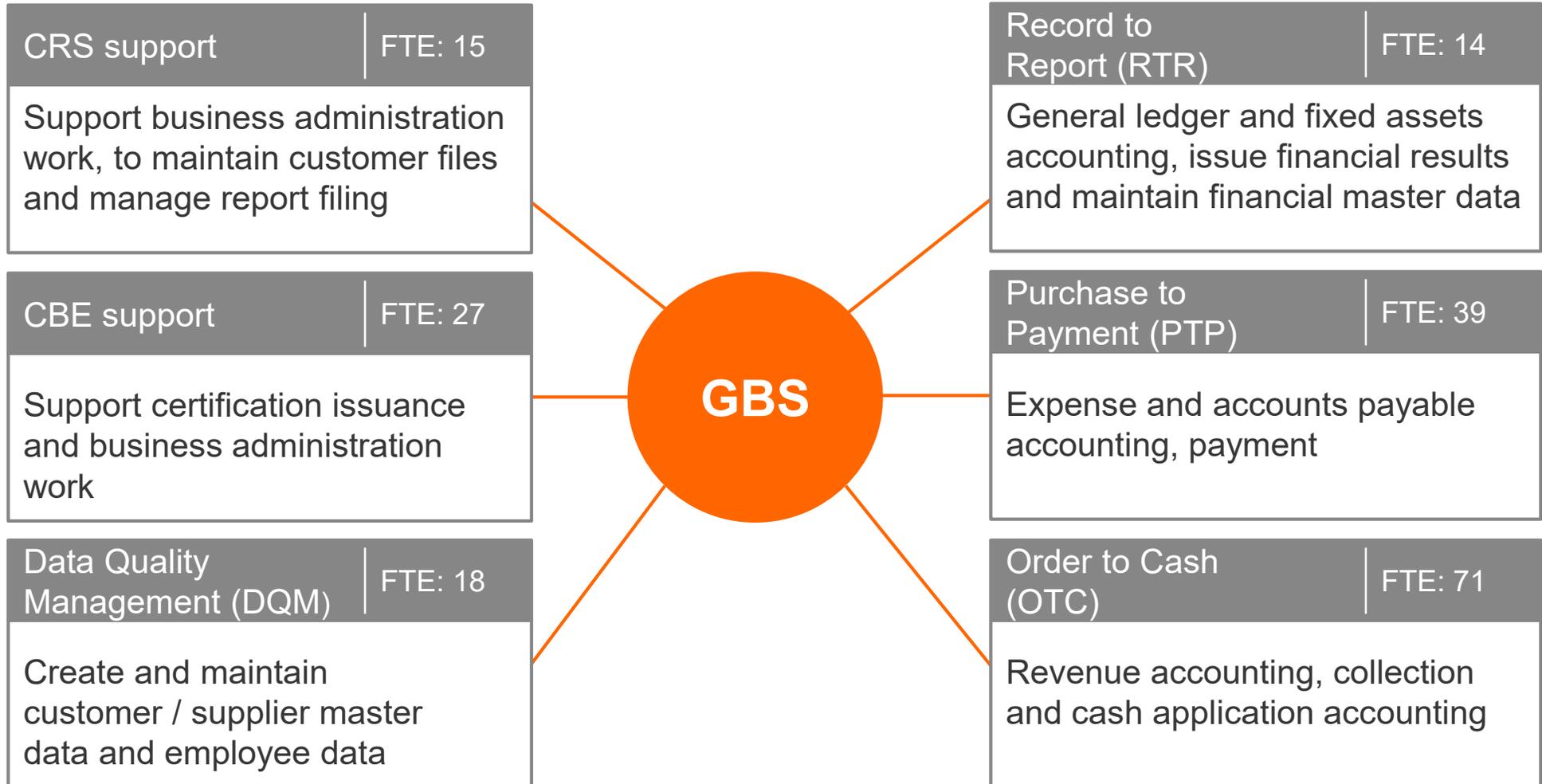
**Provide service to
Greater China**

184 headcount in GBS

Other shared service centers:

- Europe (Poland)
- APAC (Manila)
- South America (Columbia)







AUG 2017



Business support team on board

CBE support: China and Hong Kong team go live in Sep 2017. Taiwan team go live in Mar 2018.

CRS support team on board in Apr 2018

JAN 2018



PTP / RTR / OTC/ DQM 1st Wave go-live

AP, FA and AR accounting and DQM go live in Jan 2018

MAY 2018



DQM RPA GO-LIVE

Use robotic process automation (RPA) to automatically create customer master files

MAR 2019



PTP RPA GO-LIVE

Use RPA to automatically process non-PO invoices

AUG 2019



PAPERLESS FX PAYMENT

Adopt Citi Bank paperless program

SEP 2019



OTC & CBE support team RPA GO-LIVE

OTC use RPA to automatically process cash application.

CBE team use RPA for audit package download and review project status



RPA PROJECT 1

DQM: customer master files creation and maintenance

Monthly saving

1,600

Man-Hours

Annual saving

19,200

Man-Hours

RPA PROJECT 2

OTC: update bank receipt information and apply bank receipt with corresponding accounts receivable

Monthly saving

400

Man-Hours

Annual saving

4,800

Man-Hours

RPA PROJECT 3

CBE: audit package download and review project status

Monthly saving

97

Man-Hours

Annual saving

1,164

Man-Hours

RPA PROJECT 4

PTP: record costs and corresponding accounts payable for non-PO invoices

Monthly saving

80

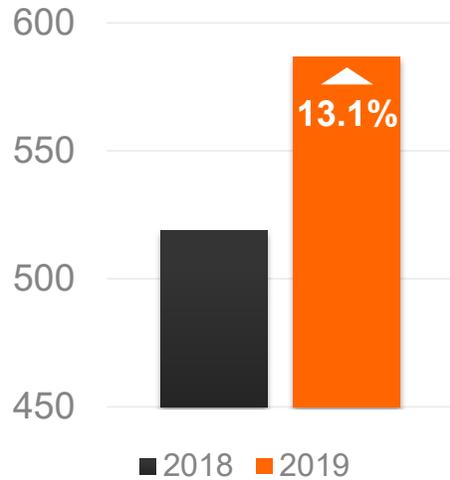
Man-Hours

Annual saving

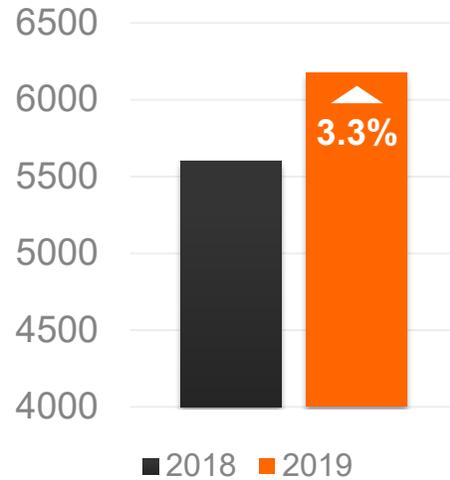
960

Man-Hours

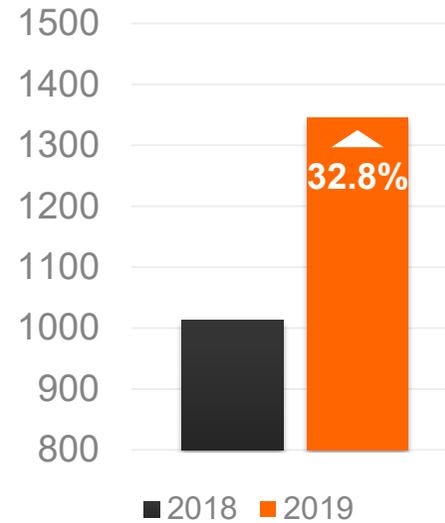
Monthly purchase invoices process / per person



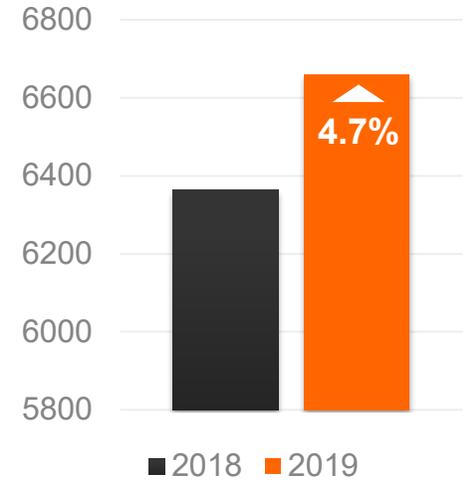
Monthly cash application / per person



Monthly customers contact / per person

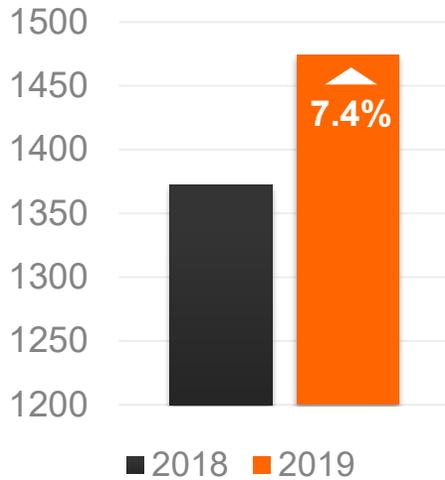


Monthly GL transactions process / per person



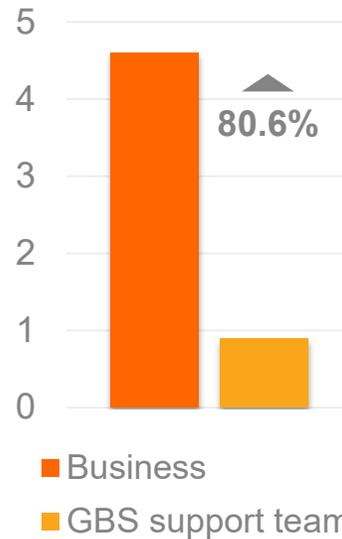


Monthly master files applications / per person



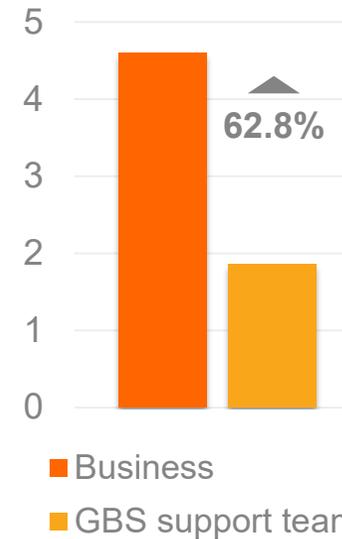
CBE support team

Average working day for admin review



CBE support team

Avg. working day for certification issuance



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