Factors Impeding GCCs' Ability to Deliver Value

From being the primary drivers of cost arbitrage to being centres of innovation, Global Capability centers have come a long way in a short amount of time.

But still many GCCs lack the knack to be at the success they envisioned for themselves. Why is it so? That's what we explore with this datasheet.



01.

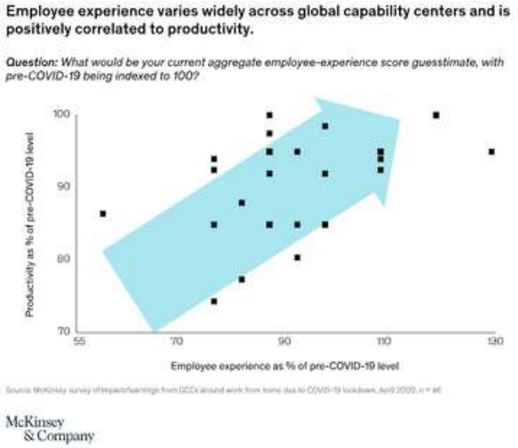
Lack of executive sponsorship

According to a research by Prosci, 50% of project management teams rate the effectiveness of their sponsor as poor to fair - reporting a lack of visible and active sponsorship from business leaders.

02.

Talent acquisition and management

In the current business landscape, attracting and retaining skilled professionals can be a challenge. For both productivity and retention, managing employee experience can be a solution that needs to be integrated into the day-to-day operations.



03.

Tracking KPIs

A study by NewVantage Partners found only 31.4% of executives reported successfully creating a data-driven organization. As such, KPIs play a vital role in identifying how a project is going. From bringing speed to market to creating a data driven culture - KPIs help in understanding adoption rates

$2.01 billion

can be increased in total revenue every year if the median Fortune 1000 business

increased the usability of their data by just 10%

Source: University of Texas, Austin

If you are looking for what KPIs to track, then this free detailed guide for calculating Analytics ROI is for you



04.

Change Management

Given that after Covid-19, ~ 85% of the companies were forced to accelerate or refocus on digital transformation - the change can be sudden for employees/ business users. This makes change management one of the major reasons of analytics projects failures.

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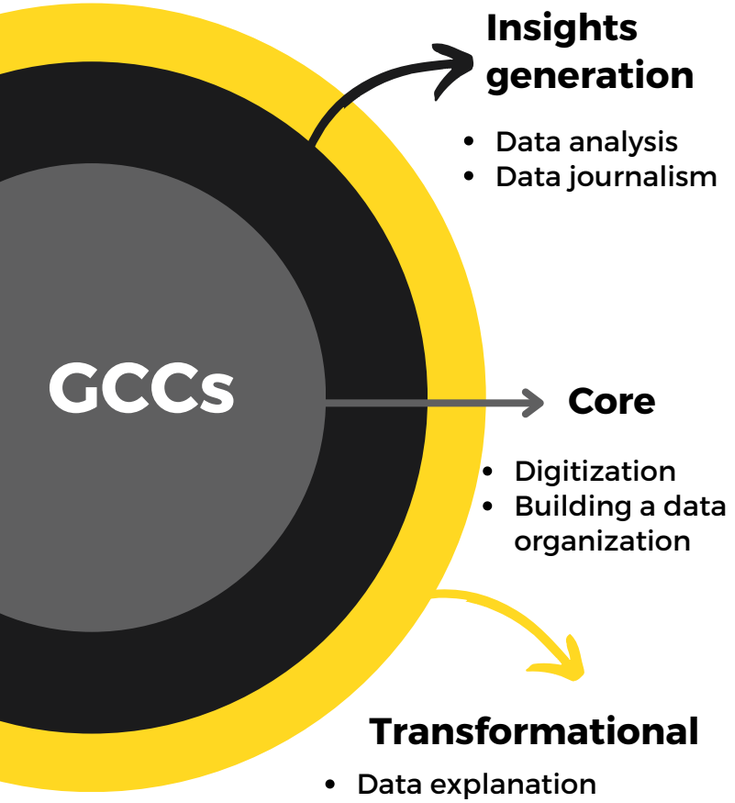
Where do you stand?

While the previously mentioned issues are relevant to most GCC projects, they aren't exhaustive. Additional challenges may arise, depending on the specific maturity stage of the GCCs, which we've simplified into three stages.



Now, let's take a closer look at the factors behind the underwhelming value delivery of many GCCs at various stages of their maturity.

Problems faced at multiple levels

Core

Problems faced: Data redudancy, data siloes, and a disparate approach to analytics intially

Path ahead: Organizations should focus on the big picture, improve quality, and eliminate data silos

In this transition, organizations must focus on improving their data management & integration

Insights generation

Problems faced: Constrained execution and Fragmented tech strategy

Path ahead: At this stage GCCs need to integrate their disparate technologies and data sources and experiment rapidly with ad-hoc projects

In this transition, companies should focus on change management across organization

Transformational

Problems faced: Lack of mechanisms to orchestrate their ROI and business continuum

Path ahead: Need to build framework or infrastructure for monetizing data and measuring outcomes

Checklist for ensuring seamless analytics

In order to avoid value delivery challenges this checklist can help create a better path:

- [ ] Clearistic vision with short and long term goals
- [ ] Develop an introductory document with high-level vision, project scope, and timeline
- [ ] Identify the key workflows, stakeholders, technology, and systems
- [ ] List of desired future state requirements that map to the vision
- [ ] Identify the processes and applications that are missing or hindering the organization from succeeding.
- [ ] Identify a single role or individual to own the roadmap (e.g., CIO, data officer)

About Polestar Solutions

As a data analytics and enterprise planning powerhouse, Polestar Solutions helps its customers bring out the most sophisticated insights from their data in a value-oriented manner. From analytics foundation to analytics innovation initiatives, we offer a comprehensive range of services that helps businesses succeed with data.

Write to us at marketing@polestarllp.com to know more!

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