

Shared Service Centers in Russia

Based on the results of the of SSC efficiency
Survey (August-November 2016)

Irina Novikova
Manager
People Advisory Services



Совершенствуя бизнес,
улучшаем мир

EY Survey of SSC efficiency



Participants

5 Russian and **6** International companies, that have multi- or monofunctional HR SSC, that:



Are located in Russia



Serve business units, located within CIS



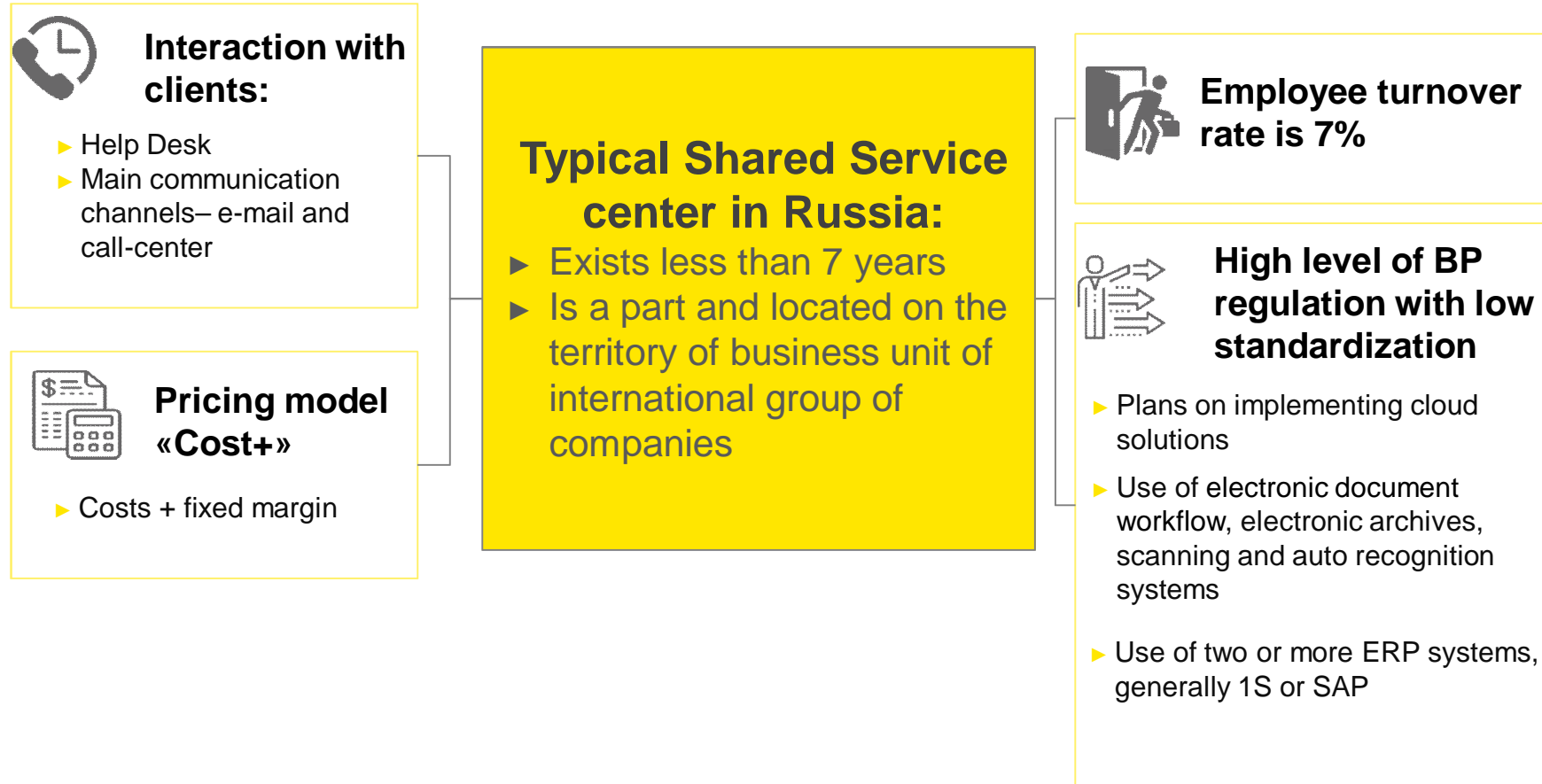
Actively operating



Participants represent the following sectors:

- ▶ Pharmaceuticals
- ▶ Production of construction materials
- ▶ Energy
- ▶ Small-scale trade of food products
- ▶ Mechanical engineering
- ▶ Telecommunications industry
- ▶ Oil and gas industry
- ▶ Chemical industry
- ▶ Retail trade of construction materials and food products

What is SSC in Russia



Typical features & functions of SSC



Monofunctional HR SSC administrates:

- ▶ HR documents administration
- ▶ HR Help Desk
- ▶ Remuneration management
- ▶ Administration of Organizational structures and Staffing schedules



Expertise center in SSC structure



KPI evaluation for all employees



Own back office:

- ▶ Finance
- ▶ HR
- ▶ Occupational Health & Safety and Environmental Protection



3 management levels



Use of SLA

Content:

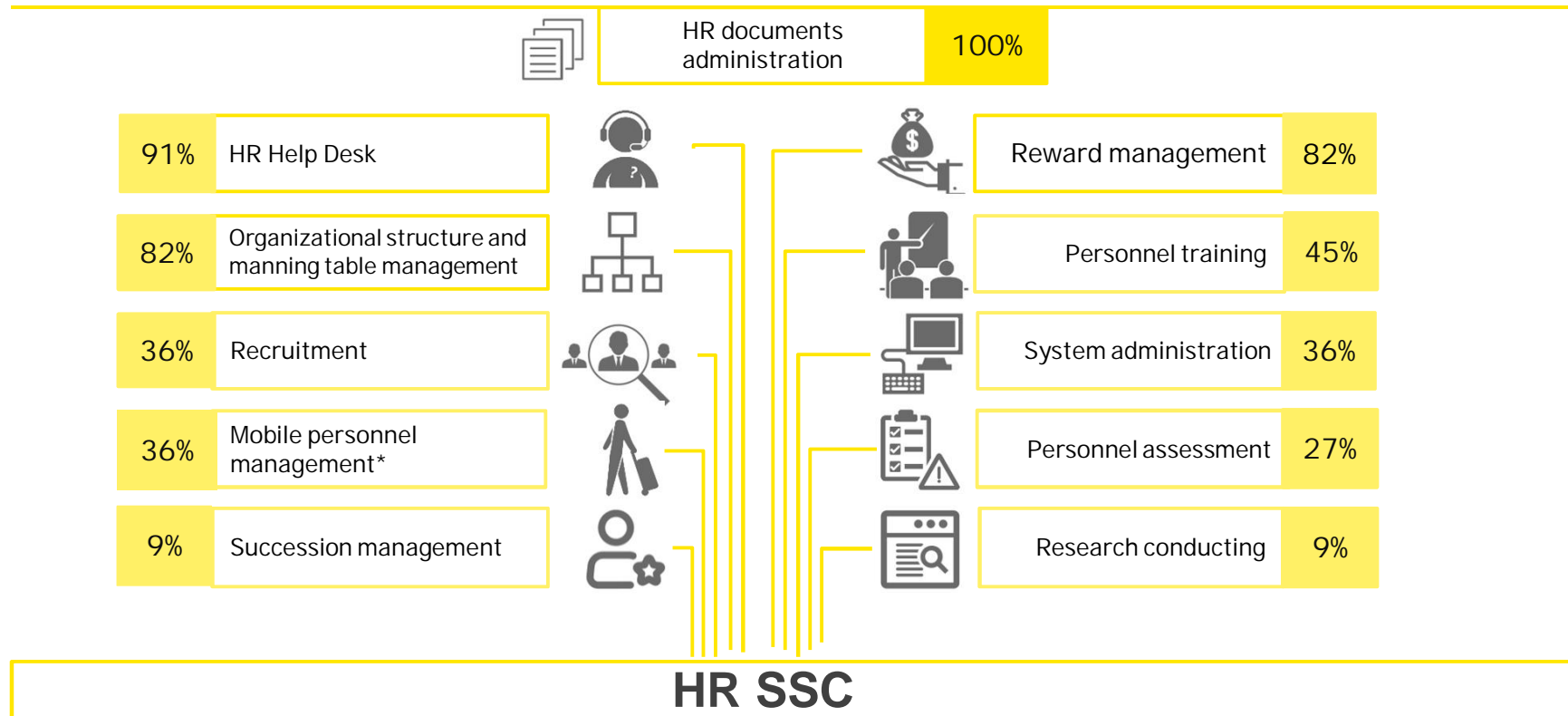
- ▶ Information about the participants and their responsibility
- ▶ Timing of services
- ▶ Description of services

SSC assessment criteria:

- ▶ Quality of provided services
- ▶ SLA execution
- ▶ Productivity

*Survey concerning contentment with the client service is held more than once a year

Functions transferred to SSC



73%

**of companies plan to expand the areas of SSC's services
(including the functions that have already been transferred to SSC)**