6th Malaysian SSON | SHARED SERVICES & OUTSOURCING WEEK

8 - 9 MAY 2018 | KUALA LUMPUR, MALAYSIA

DRIVING MALAYSIA'S COMPETITIVE ADVANTAGE THROUGH PEOPLE, TECHNOLOGY AND PROCESSES

Where are you on your RPA journey? Are you behind or ahead of the curve? Do you have questions about upskilling or recruiting talent? Attend the 6th Malaysian Shared Services Outsourcing Week where you can discuss with all the industry practitioners together in one single platform.

FOR MORE INFORMATION enquiry@ssonetwork.com

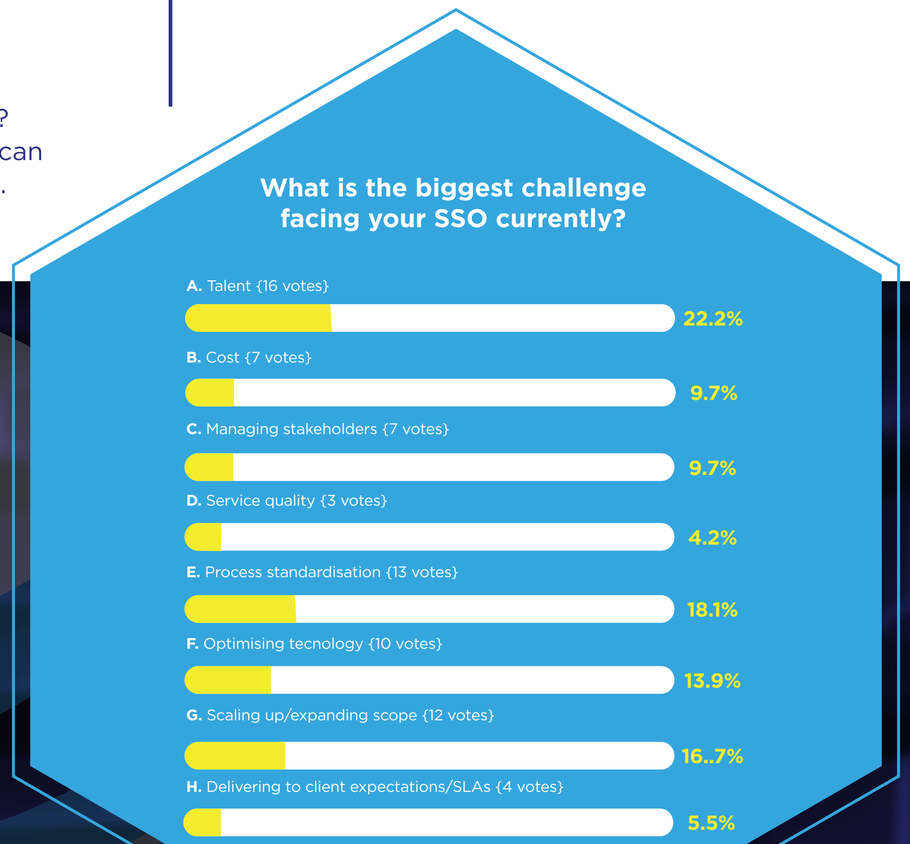
THE INSIDE SCOOP

At the 20th Asian Shared Services and Outsourcing Week, that recently took place in November, we asked attendees their opinions on a number of hot issues currently facing the industry. Two of the most popular were talent and robotic process automation.

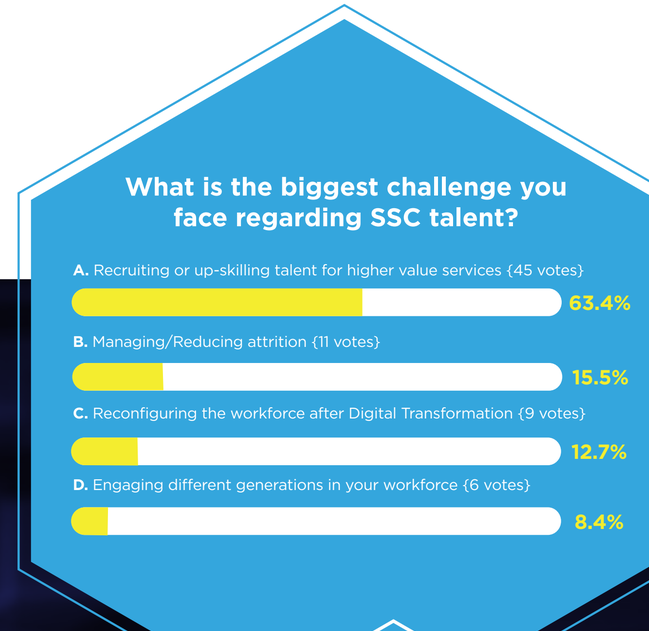
TALENT

The majority cited talent as the biggest challenge facing their SSO. This chimes with the current sentiment amongst the industry. Developing talent to adjust to a new future is essential for its survival. Delving deeper, we asked what the biggest challenge they faced regarding talent is. The overwhelming answer was recruiting or up-skilling current talent. As a more digital and automated environment becomes apparent, the industry needs to have an answer to how they will recruit fresh talent and up-skill the current workforce.

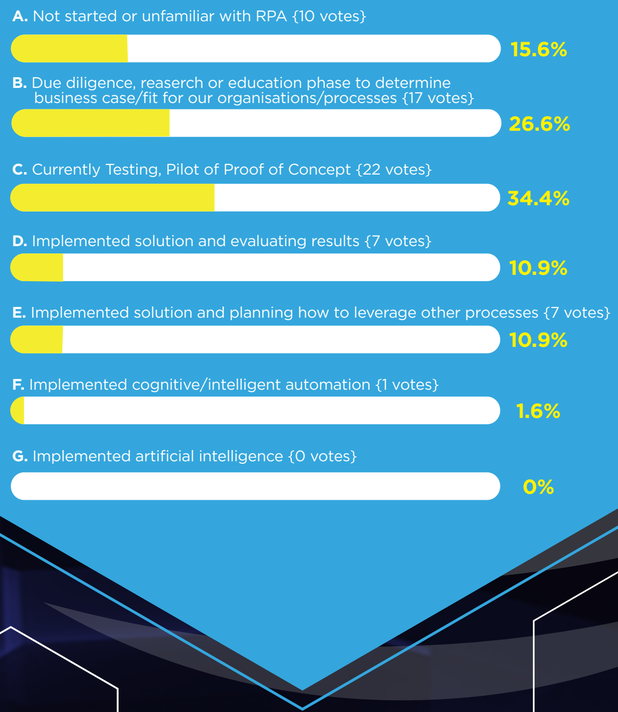
What is the biggest challenge facing your SSO currently?



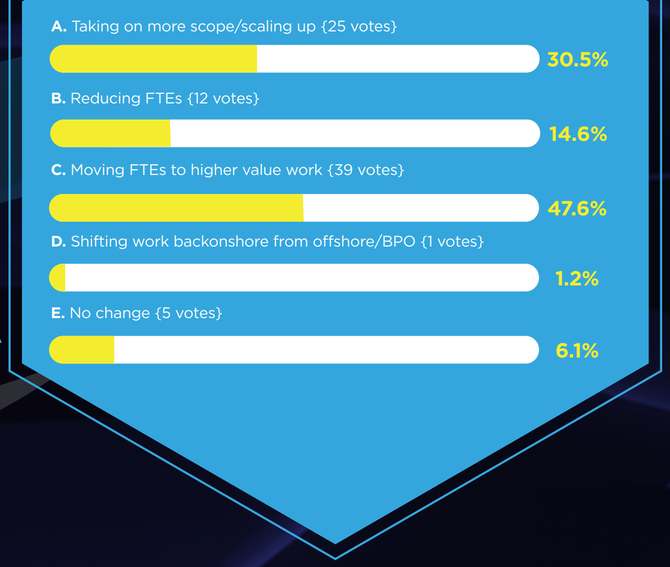
What is the biggest challenge you face regarding SSC talent?



Where are you on the Robotics Process Automation (RPA) journey



How is automation impacting your SSO



ROBOTIC PROCESS AUTOMATION

The majority of those surveyed have moved up to the 'currently testing' stage, compared to last year's poll where the majority lay in phase A. This demonstrates the fast evolving nature of RPA with questions now being asked on how to successfully develop from pilot stage. When asked how automation is impacting their SSO, the majority chose moving FTEs to a higher value work. This is one of the key benefits of automation – freeing up the workforce to concentrate on innovation and transformation while the bots take care of the mundane tasks that can fall prey to human inconsistencies.

www.ssomalaysia.iqpc.sg