Establish a Clear Service Level Agreement

When developing an SSC, it is important to recognize that the wider organization is the customer, and they need to be treated as such. So, the SSC must manage expectations by defining exactly the value it will bring to the organization. By establishing a clear Service Level Agreement (SLA), and then tracking key metrics, the SSC can ensure they are delivering measurable value. The SLA should outline service scope, standards, and responsibilities, setting a foundation for accountability and customer satisfaction.

1 Scope & Objectives

To begin, an SLA needs to define the services the SSC will deliver, whilst highlighting how this aligns with the wider organization's needs. This clarification should include expected outputs, service timelines, and levels of support.

This is increasingly important as there is a current shift towards extensive scope expansion, as approximately 40% of SSO/GBS have over four centers globally. Beyond this, 85% of organizations noted planning to expand their scope of service and location in 2024.

2 KPIs

Based on the defined scope and objectives, identifying Key Performance Indicators (KPIs) to track is crucial to measuring the SSC's success and displaying its value. Depending on the SSC's scope, these metrics can vary from response time, processing accuracy, or customer satisfaction levels.

Within the SLA, setting service targets can provide a more streamlined approach to KPI tracking. By establishing measurable targets, the wider organization can identify any added productivity or cost reduction. Service targets are also a best practice to receive internal stakeholder buy-in, as they increase transparency, organizational alignment, and accountability.

3 Stakeholder Engagement

The first year of an SSC can be a tricky one, particularly regarding stakeholder management. Expectations and strong lines of communication need to be set and maintained with internal customers for a strong partnership.

This includes involving stakeholders from the beginning to gauge their needs and pain points. Then, regular feedback from internal customers is a best practice, as it allows the wider organization to review SSC performance, address concerns, and provide updates on improvements.

By establishing a clear SLA, the SSC sets the foundation for a successful partnership with the broader organization, ensuring a shared understanding of expectations, responsibilities, and value delivery. Effective tracking of KPIs and stakeholder engagement is key to a harmonious and productive SSC environment.



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