

A background image of space. On the left, the curved horizon of Earth is visible, showing a blue atmosphere and white clouds, with a bright sun or star behind it creating a lens flare. The rest of the image is a dark field of stars of various colors and sizes.

HOW FAR CAN WE GO?
Global Business Services

The background of the slide is a deep space scene. On the left, the curved horizon of the Earth is visible, showing a blue atmosphere and white clouds, with a bright sun or star behind it creating a lens flare effect. The rest of the background is a dark field filled with numerous stars of varying colors and sizes.

presented by:

Maciej Piwowarczyk

Head of EMEA GBS

CBRE

AGENDA

- What is GBS?



- What are the key success factors & challenges?



- What is in it for me?



- What is the future?



- GBS journey for CBRE including Warsaw location



- QA



WHAT IS IT?



- **Multifunctional**
- **Diversified Stakeholder Map** including External and Internal Clients
- Operating based on **Global Platform**
- On the **Value Chain Journey** from transactional to high value delivery
- **Hybrid delivery model** including:
 - on shore – near shore – offshore
 - on site - in house | SSC - outsourcing arrangement

WHAT ARE THE KEY SUCCESS FACTORS & CHALLENGES?



- GBS Vision enabled by „laser focused” road map
- Top Leadership sponsorship and buy-in to GBS concept
- Governance Model, Governance Model, Governance Model ...
- Stakeholder Management
- Culture of “stealing with pride” i.e. leading practise sharing
- Different Maturity of operations to manage & adapt to ...
- „Balanced” focus on Cost vs. Making it right first time including readiness for investments
- Patience and continued strive for making it happen



WHAT IS IN IT FOR ME?

- Yes: Savings
- Yes: Great Visibility with improved Control & Compliance & Risk Management
- And Yes many other benefits ...
- But **Our Business** is a business based on People i.e. Knowledge Workers and **Our People** want to grow **their careers** as a primary focus
- And GBS is the way to offer **Career Development Opportunities** and further promote our **Business Services Industry** as a place to be for Talents!



WHAT IS THE FUTURE?

- More and more Leaders in Central Europe leading the GBS game
- SSC vs. BPO vs. GBS vs. one suit does not fit all will continue ...
- GBS as journey **will remain unique** and will not turn to copy and paste model → Make it your way
- And Technology is changing the rules of the game but **concept of GBS will remain ...**

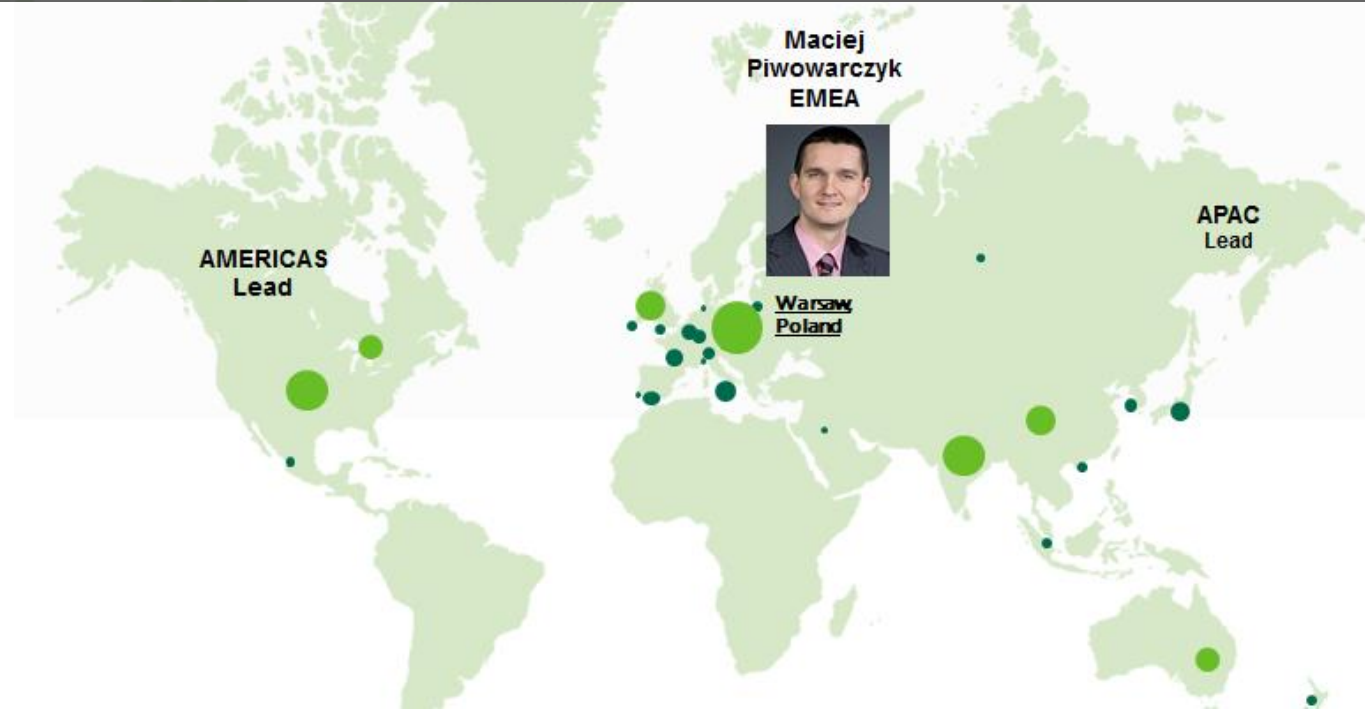
Global Business Services Capability

CBRE's expertise is unmatched by any other service provider, delivering an innovative approach to build advantage for our clients while meeting our clients financial reporting needs.

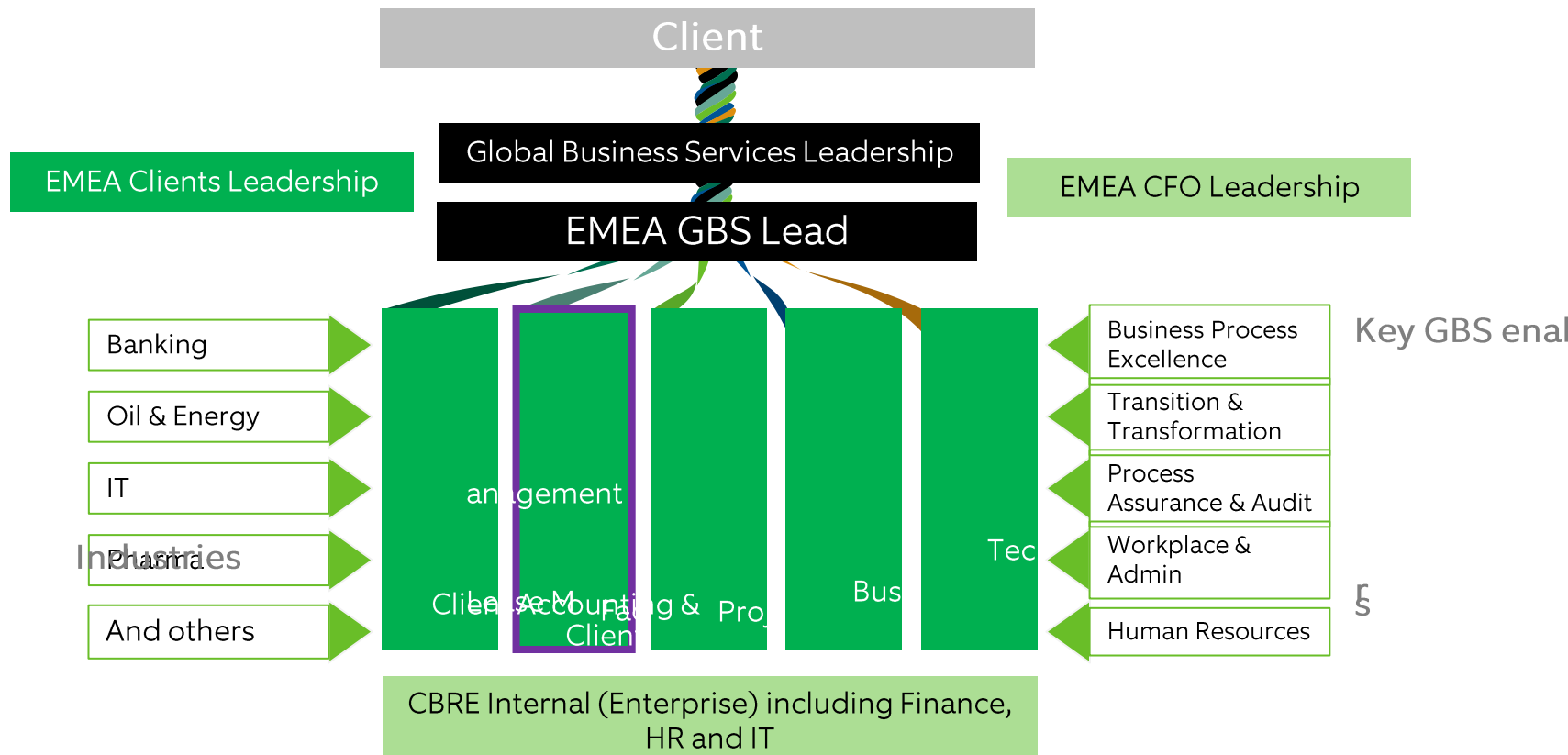
Mexico | Brazil | Panama | Argentina | Chile | Canada | United States | United Kingdom | Scotland | Ireland | France | Netherlands | Belgium | Luxembourg | Germany | Italy | Spain | Portugal | Czech Republic | Poland | Austria | Switzerland | Sweden | Norway | China | Japan | Australia | New Zealand | Malaysia | Singapore | Korea | Emirates | Russia | India

Warsaw facts & figures

- ❖ **Key Clients:** Global, regional, local incl. Leaders in various industries such as Banking, Oil & Energy or IT and internally EMEA CBRE
- ❖ **Key Services:** Finance & Accounting internally and externally, Lease Administration, Project Management, Business Analytics and internally HR and IT
- ❖ **FTEs:** 380
- ❖ **Planned Growth 15/16:** 20-40%



EMEA GBS GOVERNANCE MODEL



2015 WARSAW FM CLIENT ACCOUNTING SERVICES

5 9

TOTAL EMPLOYEES

NUMBER OF CLIENTS 023



007 CLIENTS ONBOARDED IN 2014

4,000,000+



SQUARE METERS

40+



COUNTRIES



FACILITIES MANAGEMENT: HYBRID DELIVERY MODEL

- 1 – Client Accounting Management
- 2 – Purchase-to-Pay
- 3 – Facility Management



Thank You

Any Questions?

For more information regarding this presentation please contact:
Maciej Piwowarczyk | Head of EMEA GBS |
maciej.piwowarczyk@cbre.com |
+48 696 488 891