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REPLACING THE IRREPLACEABLE: *SURGE RESOURCING*

EVER FEEL LIKE YOUR BACKLOG OF EXCEPTIONAL CASES WILL NEVER BE CLEARED?

Our Surge Proposition provides high-quality project management combined with an experienced specialist team focused on compensating for peaks and troughs in demand and driving down backlogs.



The Challenge

OVERWHELMED BY BACKLOGS & TALENT GAPS?

In today's volatile global landscape, GBS and Shared Services face mounting pressure. COVID-19's impact, evolving employee expectations, a tight labor market, geopolitical tensions, and complex regulations strain operational continuity.

Is your team struggling to clear exceptional cases or manage transformation while keeping operations running?

Our Solution

PROSERVARTNER'S SURGE RESOURCING DELIVERS FAST, SCALABLE IMPACT.

We provide high-quality project management combined with an experienced specialist team focused on:

- Compensating for peaks and troughs in demand.
- Driving down backlogs efficiently.
- Providing immediate, actionable solutions.

FIVE KEY DRIVERS OF DEMAND FOR SURGE RESOURCING:

1. **Backfilling Transformation**: Surge resourcing keeps operations running smoothly while key staff focus on transformation.
2. **Attrition & Shortages**: Break the cycle of stress and capitalise on demand.
3. **Seasonal Spikes**: Staff up in advance for peak demands.
4. **Market Trends**: Quickly ramp up to meet sudden consumer demand.
5. **Regulatory Changes**: Ensure compliance and avoid penalties with additional resources.

WHY CHOOSE PROSERVARTNER?

- **International Experience**: Senior experts (Big 4, SIs) with 15+ years average experience across global regions.
- **Functional Knowhow**: Deep expertise in Finance, HR, Insurance, Operations, Compliance, Procurement, IT.
- **Proven Techniques & Methods**: Training in agile, waterfall, and other methodologies.
- **Automation Expertise**: Leveraging tools and tech to identify and progress opportunities at speed.
- **Practical & Results-Focused**: Target-driven with daily reporting on agreed metrics.

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DELIVERING TANGIBLE OUTCOMES

UnivarSolutions CASE STUDY: UNIVAR SOLUTIONS - AP Cash, Collections & Disputes

Challenge: Leading chemistry distributor with Accounts Payable backlog, rapidly increasing disputes, and credit holds.

DISPUTES REDUCED 80%

Proservartner Approach: Deployed cash application, collections, AP SAP FI, and disputes specialists; created new disputes management process.

Key Outcomes:

- Disputes Reduced by 80%.
- Current AR hit 89.4% (beating 89% forecast).
- Zero credit holds achieved for the first time in three years.
- $25.6M resolved over 2,106 invoices.

OUR APPROACH TO SUCCESS

1. **Actionable Solutions**
   Immediately accessible teams (5+ resources).
2. **Strong Project Management**
   Removing barriers to ensure high performance.
3. **Clear Targets & Daily Reporting**
   Individual performance against agreed targets.
4. **Flexible & Fast Remediation**
   Resources dialled up/down, replacements within a week.
5. **Expertise On Standby**
   SAP, Oracle, Microsoft Dynamics, and other functional specialists.

PROSERVARTNER EXPERTISE

Client and Industry Examples

- Real Estate & Construction
- Financial Services & Insurance
- Chemicals, Utilities & Infra
- Retail and Consumer Products
- Transport and Logistics
- Healthcare and Pharma
- Technology, Media & Entertainment

UNLOCK THE POTENTIAL IN YOUR PROCESSES TODAY.

Contact us today for a free assessment and find out where surge resourcing could most benefit your GBS / Shared Services.





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