

HR TRANSFORMATION & GLOBAL BUSINESS SERVICES

Build a more effective HR operating model. Improve service delivery. Turn automation and AI into practical opportunities.

WHO WE ARE

We help organisations redesign HR delivery, strengthen governance and unlock the potential of centralisation, automation and AI.

Proservartner is an award-winning, independent transformation consultancy. Since 2008 we have helped Finance, HR, Procurement and GBS leaders cut cost, raise quality and unlock the potential of AI and automation -combining functional expertise with end-to-end delivery.
We don't just advise, we execute alongside you, all the way from strategy to steady-state.

150+	15+	18 yrs	#1
Transformation experts globally	Average years of practitioner experience	Delivering Finance & GBS Transformation	GSA Advisory Firm of the Year 2025

WHAT MAKES US DIFFERENT

Practitioners, not theorists
Senior operators who have sat in your seat. Straight-talking, ROI-focused, allergic to slideware.

End-to-end delivery
From vision and business case through build, migration and stabilisation.
We stay with you all the way.

Truly global, truly independent
Offices across UK, Europe, US, Middle East and India.
No vendor bias, no upselling.
We focus on your outcomes only.

"The Proservartner difference is that they stay with you throughout the journey. The big 4 advise -Proservartner take you all the way."

-VP, Univar Solutions

"A game-changer for us. Streamlined operations, significantly reduced costs and improved decision-making."

-CFO, HSS Hire

"Their expertise and strategic approach have been invaluable in guiding us towards enhanced financial efficiency."

-CEO Dorsch Global



Dhru Patel
COO · dhrupad.patel@proservartner.co.uk



Rakesh Sangani
CEO & Founder · rakesh.sangani@proservartner.co.uk

TRANSFORMATIONS BUILT ON FOUR CONNECTED FOUNDATIONS

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Sustainable HR transformation requires more than moving transactions or implementing technology.



The right balance of these elements creates the optimal operating agenda for any organisation. Proservartner helps organisations deliver their transformation, automation and centralisation goals by providing experienced specialists to support every key stage of the journey, whether that's targeted consulting, end-to-end automation, or designing, building, migrating and optimising functions from the ground up.

WE COVER THE FULL OPERATING AGENDA

HR GBS strategy & vision

Business objectives, centralisation options, scope and business case.

Target operating model

Service tiers, roles, locations, sourcing, governance and process ownership.

Process & Service Design

Process documentation, re-engineering, standardisation and service delivery design.

Data, risk & compliance

Data quality, privacy, legislation, controls and reporting.

Process & Journey Design

Customer journey mapping, root-cause analysis, simplification and end-to-end ownership.

Programme & Change

Implementation planning, stakeholder engagement, transition and adoption.

Customer Experience & Quality

Customer satisfaction, quality assurance, complaint analysis and continuous improvement.

Roadmap & Readiness

Sequenced initiatives, business case, dependencies, pilots and implementation planning

We bring our four core elements to optimise your organisation and accelerate your journey to operational excellence.



Dhru Patel
COO · dhrupad.patel@proservartner.co.uk



Rakesh Sangani
CEO & Founder · rakesh.sangani@proservartner.co.uk

THE GBS JOURNEY

End-to-end transformation capability- we support organisations across the full Global Business Services lifecycle

1	**Vision, strategy & business case** Define the vision, set strategic objectives and build the business case.	DEFINE
2	**Scoping & governance** Define scope, stakeholders, decision rights and the governance model.	DEFINE
3	**Location strategy** Assess location options and define the optimal location strategy.	ANALYSE
4	**Process readiness & reengineering** Assess current processes, remove complexity and design future state.	ANALYSE
5	**Target operating model design** Design the operating model -roles, structure, capabilities and enablers.	DESIGN
6	**KPI & control framework** Define KPIs, targets and controls to drive performance and accountability.	DESIGN
7	**Programme & change management** Plan and execute the programme, engage stakeholders and manage change.	DELIVER
8	**Stabilisation & measurement** Stabilise operations, track performance and embed new ways of working.	DELIVER
9	**Continuous optimisation & automation** Drive continuous improvement through data, automation and innovation.	SUSTAIN



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ASSESS. DESIGN. TRANSFORM. OPTIMISE.

A modular approach lets organisations start with a focused diagnostic or build towards a wider HR transformation programme.

01 ASSESS

Establish an evidence-based view of HR maturity, performance, processes, capabilities and value opportunities.

02 DESIGN

Define the target operating model, future scope, governance, priorities and transformation roadmap.

03 TRANSFORM

Deliver change in manageable waves across process, technology, automation, people and service delivery.

04 OPTIMISE

Track outcomes, refine performance, strengthen adoption and maintain a prioritised improvement backlog.

HR maturity diagnostic, a typical approach:

Phase	Focus	Outputs
Stage 1 · Mobilise & discover	Agree scope, responsibilities, timelines and data requirements.	Project alignment and confirmed scope
Stage 2· Data collection	Use stakeholder workshops and evidence gathering to understand workflows, efficiency and service quality.	Assessment responses and stakeholder insights
Stage 3 · Data analysis	Compare current state with best practice, identify gaps and assess improvement opportunities.	Maturity view, opportunities and roadma
Satge 4 ·Validate & report	Validate findings with stakeholders and present recommendations.	Final diagnostic report and prioritised actions

Our structured, evidence-led approach provides a clear view of HR maturity, identifies opportunities for improvement and delivers a prioritised roadmap to achieve sustainable value.



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BUILD AN HR FUNCTION FIT FOR YOUR ORGANISATION'S NEXT STAGE

We look across strategy, service delivery, talent, data, technology and control to identify what should change and why.

HR maturity & performance

Assess current maturity across strategy, organisation, processes, technology, skills, governance and policies

Scope & service delivery

Determine which activities should be strategic, value-adding or transactional, and what is appropriate for GBS.

Target operating model

Define process ownership, organisation structure, service tiers, location choices and retained responsibilities.

Governance, risk & compliance

Clarify decision rights, controls, local legislative needs, data privacy and accountability.

Technology, data & automation

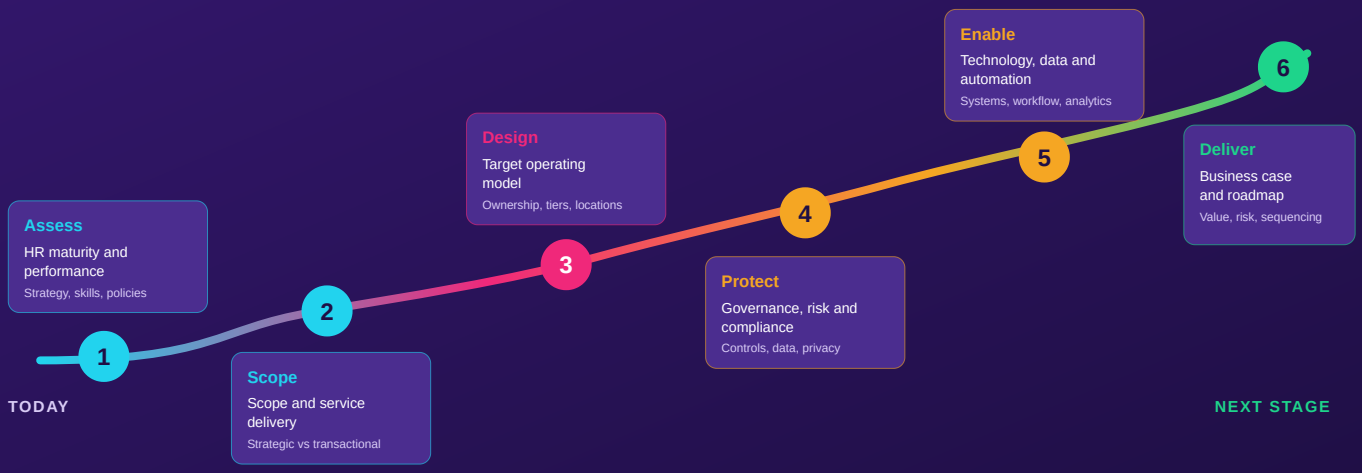
Review HR systems, data quality, workflow, self-service, analytics and automation readiness.

Business case & roadmap

Prioritise initiatives by value, feasibility, complexity and risk, with clear sequencing and ownership.

THE JOURNEY TO A FIT-FOR-PURPOSE HR FUNCTION

Six connected steps, from where you are today to a sequenced, owned roadmap



> The output is an evidence-based view of current maturity, key gaps and the actions required to progress — grounded in organisational data and stakeholder input.



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AUTOMATION AND AGENTIC AI OPPORTUNITIES

Technology works best when it is built on clear processes, trusted data, appropriate controls and a defined purpose.

Recruitment & onboarding

Candidate interaction and scheduling; screening support; job matching; onboarding task coordination.

Learning & development

Training administration, personalised learning paths, certification tracking and just-in-time learning support.

Performance & feedback

Performance-cycle reminders, feedback aggregation, goal tracking and insight generation.

Employee self-service

HR portals, chatbots, case management and workflow for routine enquiries and requests.

Workforce & retention

Workforce scenario modelling, resource planning, sentiment analysis and early indicators of attrition risk.

Compliance & control

Legislation monitoring, compliance training oversight and checks to support consistent, auditable processes.

DESIGN FOR RESPONSIBLE ADOPTION

Four principles for putting people, automation and AI to work safely and with measurable value

1 Prioritise

Prioritise use cases based on business value, process readiness, complexity and regulatory impact.

- Business value
- Process readiness
- Complexity
- Regulatory impact

2 Decide

Determine where work should be performed by people, automation or a hybrid delivery model.

- People
- Automation
- Hybrid

3 Protect

Build in governance, privacy, security, escalation and human oversight appropriate to each use case.

- Governance
- Privacy
- Security
- Escalation
- Human oversight

4 Measure

Measure performance and outcomes against an agreed baseline; validate the business case with organisational data.

- Agreed baseline
- Business case
- Organisational data

> By combining intelligent automation with agentic AI, organisations can streamline HR processes, improve employee experiences and unlock capacity for higher-value, strategic work.



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CONNECT HR TRANSFORMATION TO ENTERPRISE VALUE

A credible transformation links service improvement and operational performance to clear baselines, accountable owners and a plan to realise value.

Service & employee experience

Understand service quality, query handling, accessibility, employee feedback and consistency across the organisation.

Risk & compliance

Strengthen visibility of policy adherence, data privacy, local requirements and control gaps.

Efficiency & cost to serve

Identify manual effort, duplication, hand-offs and opportunities to improve capacity and process flow.

Workforce insight

Improve reporting and insight into workforce trends, skills, career opportunities and resource needs.

A BALANCED HR SCORECARD

Measure	What it helps you understand
Service	Query volumes, resolution, service quality and employee experience.
Process	Cycle times, hand-offs, error rates, standardisation and continuous improvement.
People	Capability, engagement, adoption, learning and workforce indicators.
Digital & AI	Automation adoption, completion, exception handling and quality of outcomes.
Risk and control	Compliance exceptions, data quality, control effectiveness and auditability.
Value Realisation	Benefits delivered against baseline, named owners, timing and dependencies.

> Benefits should be tracked from approval through implementation to realised value. Where outcomes diverge from expectations, owners should revisit assumptions and adjust the roadmap.


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UNDERSTAND WHERE YOU ARE... AND WHAT YOU DO NEXT

Proservartner's HR Maturity Diagnostic creates a fact-based view of current capability and identifies priorities for improvement.

> The diagnostic assesses HR vision, strategy, processes and capabilities against best practices, highlighting strengths, gaps, risks and practical opportunities.

TEN DIMENSIONS OF HR MATURITY

The areas we assess to show where your HR function is today and where it needs to go



A FIVE-STAGE MATURITY MODEL

From reactive HR to an optimised, continuously improving function

01 Foundational
Processes are largely reactive, with limited structure and strategic influence.

02 Evolving
Strategies are beginning to align with business objectives; governance and talent development are developing.

03 Established
Strategies and governance are consistently applied, with more systematic talent development.

04 Effective
HR adapts to workforce and market changes, using technology to strengthen efficiency and talent management.

05 Optimised
Integrated practices and advanced capabilities support continuous learning, innovation and operational excellence.

INCREASING MATURITY →


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WHY PROSERVARTNER

Your partner for end-to-end transformation

01 International Experience

- Senior experts from industry, Big 4 and SIs
- Specialists with 15+ years average experience
- Delivered across Europe, Middle East, Asia, North America and Latin America

02 Functional Know-how

- Process expertise: Finance, HR, Procurement, IT, Operations, Compliance, Insurance
- Track record helping enterprises take the next step

03 Techniques & Methods

- Leaders across modern delivery techniques
- Mastery of Agile, Waterfall, Lean, SixSigma and when each fits best

04 Practical & Performance-led

- Laser-focused on measurable performance
- We show how to action real-life situations, not run from them

OUR DIFFERENTIATORS

- Deep Shared Service & GBS experience
- Practical and results-focused approach
- End-to-end delivery -strategy to steady-state
- 93 deep technology partnerships (SNOW, SAP, Google)
- Independent, pragmatic, execution-focused
- Data-driven insights & benchmarking. We don't just deliver -we teach as well
- Genuine value for money

Unlock the potential in your organisation today with Proservartner



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proservartner

Let's unlock the potential in your organisation

No matter where you are on your journey, Proservartner's team of experts can help connect the dots between your business needs and the technology that will deliver. Contact us for a free assessment.

UK · HEADQUARTERS -LONDON
52 Grosvenor Gardens, Victoria
London, SW1W 0AU, United Kingdom
+44 754 514 3587

PL · WARSAW
Adama Branickiego 15, 02-972
Warszawa, Poland
+48505998772

PL · GDANSK
Leśna 1, 81-876 Sopot
Gdansk, Poland
+48505998772

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Ready to start? Let's talk.

Rakesh Sangani, CEO & Founder · rakesh.sangani@proservartner.co.uk · +44 754 514 3587

www.proservartner.co.uk


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