

OPTIMIZED OPERATIONS

Operating models need to deliver on strategy faster, better and with more assurance than ever before.

With disruption caused by - the need for resilience; changing regulations; market expectations; and the digital divide – **management needs to use every method** at its command to meet their goals

3-Cubed is augmented intelligence software for management to **consistently** drive operational results that are

30% better

Because you know you have considered all possible alternatives

3x faster

Because you are focused on the decisions, not on preparing for them

3x more assured

Because you know unintended consequences and the best next action

A SNAPSHOT OF RECENT WORK ...

GLOBAL CONSUMER COMPANY looking to reduce cost of HR / F&A in its global shared services locations

COST	CLIENT	CONTROL
▼37%	-	-

US HEALTHCARE TPA needs market leadership through lower turn around and increased accuracy

COST	CLIENT	CONTROL
▼10%	▼36%TAT	▲14%

GLOBAL TELECOM seeking faster order provisioning with limited resources for its European B2B customers

COST	CLIENT	CONTROL
▼12%	▼31%TAT	▲16%FTR
		3LOD

ASIA INSURER seeking lower cost and faster new policy issuance for online channels

COST	CLIENT	CONTROL
▼31%	▼31%TAT	▲15%FTR
		3LOD

US FUND MANAGER seeks scale and enhanced fund and risk reporting for its expansion plans

COST	CLIENT	CONTROL
▼48%	-	▲32%

GLOBAL INVESTMENT BANK seeks more frequent, better-quality coverage in investment research

COST	CLIENT	CONTROL
▼28%	▼16%TAT	▲15%

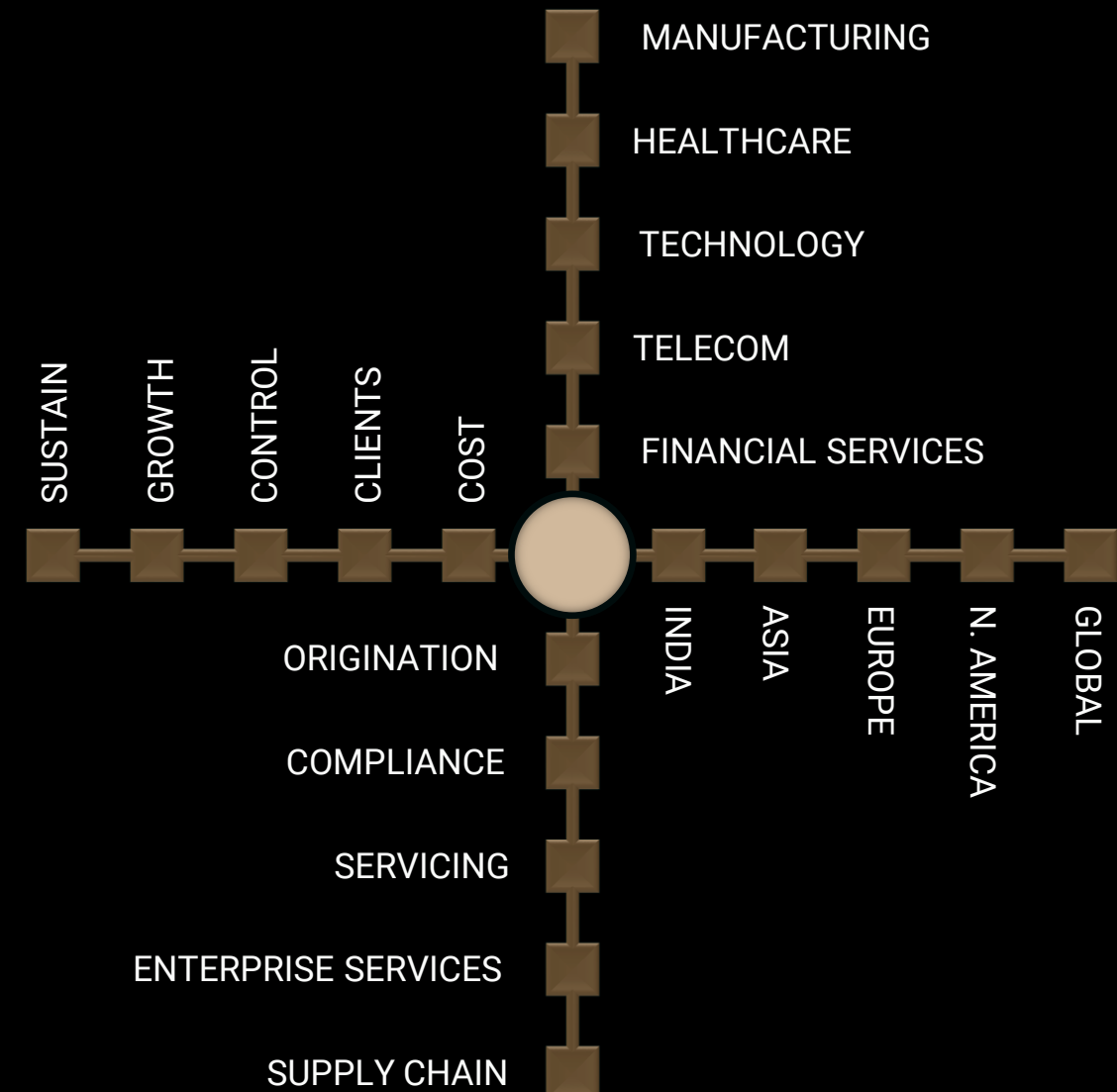
GLOBAL TECHNOLOGY MAJOR seeks better control and lower turn around for dispute resolution

COST	CLIENT	CONTROL
▼26%	▼10%TAT	-

INDIAN BANK looking to ensure control and improve trade finance origination and settlements

COST	CLIENT	CONTROL
▼32%	▼13%TAT	▲09%

... ACROSS INDUSTRIES, REGIONS, AND INTENT



ALL A CONSULTANT DOES .. DONE DIGITALLY

OPTIMIZED:

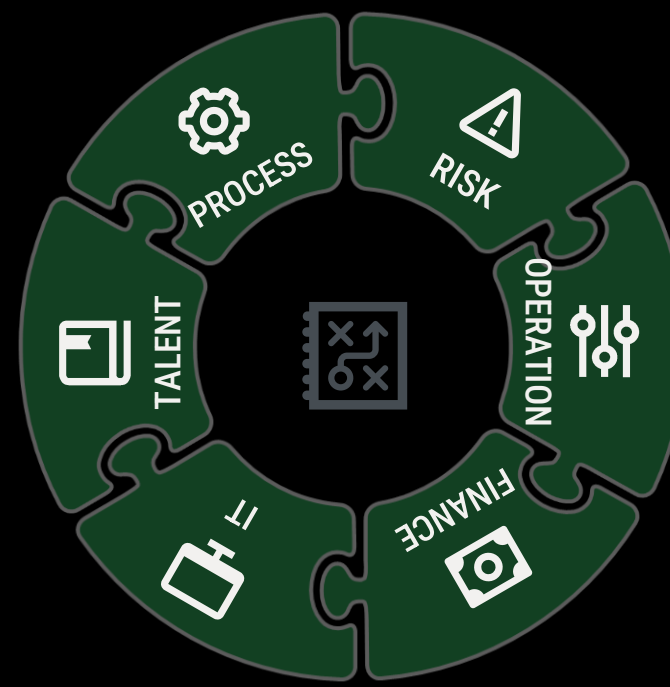
- 💡 All stakeholder expectations **simultaneously**
- 💡 Proactive 360° management by **objectives**
- 💡 Leverage synergies and manage **trade-offs**



#DESIGNTHINKING

OPERATIONS:

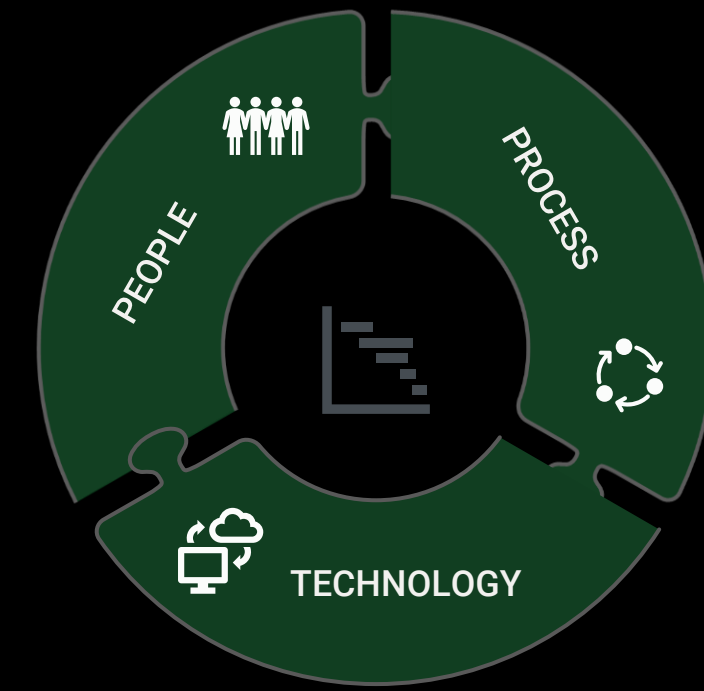
- 🕒 **Single source of truth** for data, decisions
- 🕒 View **all issues** and **every idea** to resolve
- 🕒 **360° impact** on all functions and goals



#AUGMENTEDINTELLIGENCE







DELIVERED:

- 🛡️ Predict results → **no unintended consequences**
- 🛡️ Clear accountability & **coordinated** execution
- 🛡️ Model always shows the **“best next action”**



#DIGITALTWIN

PROFIT ACROSS THE CONTRACT LIFECYCLE

		Solution Design	Transition	Operations
		Dialog and influence senior executives on key objectives	Get senior allies to preserve goals and drive governance	Govern to goals, be the expert on all operational levers
Process		<ul style="list-style-type: none"> - Who does what with whom - Retained and new teams 	<ul style="list-style-type: none"> - Rapidly adjust for locations, hand-off, exceptions, delays 	<ul style="list-style-type: none"> - Amend process per plan - Process dynamic to change
Risk		<ul style="list-style-type: none"> - Key contract & business risk - Effective controls required 	<ul style="list-style-type: none"> - Baseline key risk indicators - Design controls at inception 	<ul style="list-style-type: none"> - Adjusted control to events - Maintain 3 lines of defence
Operations		<ul style="list-style-type: none"> - Agree key capacity drivers - Trade-off SLAs and costs 	<ul style="list-style-type: none"> - Finalize capacity by team - SLAs and reverse SLAs 	<ul style="list-style-type: none"> - Dynamic scheduling for volume, peaks, bottlenecks
Finance		<ul style="list-style-type: none"> - Investment & business case - Pricing sensitivities 	<ul style="list-style-type: none"> - Adjust impact to pricing - SOW & change negotiation 	<ul style="list-style-type: none"> - Planned impact of changes - Initiatives priorities & benefit
IT		<ul style="list-style-type: none"> - Infrastructure architecture - Digitization required 	<ul style="list-style-type: none"> - Acquire digital infrastructure - Start automation planning 	<ul style="list-style-type: none"> - Early start to automation - Updated digital book of work
Talent		<ul style="list-style-type: none"> - Team locations - Competencies & cost 	<ul style="list-style-type: none"> - Finalize skill requirement - Rapid hiring and training 	<ul style="list-style-type: none"> - Pyramid rationalization - Skill based shared service

A 360° digital twin as the single source of truth in operations



Key metrics and their interplay computed to augment intelligence



All the ideas to achieve each goal, and their impact for design thinking

1. Information

Process	Risks	Volume	Salaries	Systems	Team details
Outcomes	Controls	AHT	Seat Cost	Forms	Rules
Product		Wait Times			
NVA type		Deadlines			
		Periodic Effort			

2. Insight

Cost			Client Experience		Control	
HR Cost	Teams Size	Infra Cost	Cycle Time	FTR	LOD	Efficacy
Salaries	Effort	Utilization	Seat Cost	Critical Path	Effort	Rework
	Automation	Non-FTR		Bottlenecks		
	NVA	Control				

3. Ideas

Edit process	Less Control	Work timing	Team cost	Automation	Location
Rework	Add Control	SLAs	Components		Allocate Work
Reject		Wait periods			Merge teams
NVA					

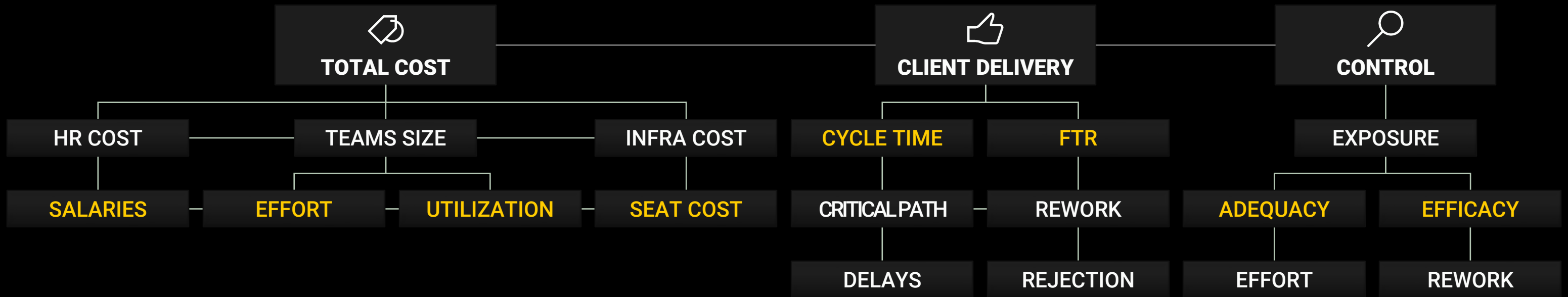
INFORMATION AVAILABILITY

		Due diligence			Transition			Delivery		
		Type	Owner	Repository	Type	Owner	Repository	Type	Owner	Repository
Process	Activities	Library			KT	Transition		Actual	Delivery	
	Exceptions	Benchmark			KT	Transition		Measure	Delivery	
	Team	Bid	Solution		KT	Transition		Actual	Delivery	
	Activity Type	Benchmark			Assess	Transition		Validate	Delivery	
	Delays	Benchmark			Assess	Transition		Measure	Delivery	
Risk	Current Control	High Level			KT	Transition		Actual	Delivery	
	Objectives	Benchmark			KT	Transition		Actual	Delivery	
	Risk Type	Library			Assess	Transition		Measure	Delivery	
Operation	Locations	Bid	Solution		KT	Transition		Actual	Delivery	
	Work Windows	Bid	Solution		KT	Transition		Actual	Delivery	
	Volume	Bid	Solution		Sample	Transition		Measure	Delivery	
	Handle Time	Estimate			Sample	Transition		Measure	Delivery	
	SLA	Bid	Solution		KT	Transition		Actual	Delivery	
Finance	Seat Cost	Library			Library	Procurement		Actual	Procurement	
	Salaries	Library			Library	HR		Actual	HR	
IT	Systems	High Level			KT	Transition		Actual	BT	
	Modes	High Level			KT	Transition		Actual	BT	
	Forms	Library			KT	Transition		Actual	Delivery	
Teams	Team Size	Bid	Solution		KT	Transition		Actual	Delivery	
	Work Hours	Bid	Solution		KT	Transition		Actual	Delivery	
	Business Rules	Library			KT	Transition		Validate	Delivery	
	Competency	Library			Assess	Transition		Certify	Delivery	

INFORMATION TO INSIGHT

		Total Cost							Client Delivery				Control		
		FTE Cost					Infra Cost	Cycle Time		FTR		Vulnerability			
		Effort			Utilization	Salaries		Critical Path	Delays			Adequacy		Efficacy	
		NVA	Automate	Control	FTR	Peak	Skill	Seat Cost	Wait Period	Delays	Rejection	Rework	Over	Under	Controls
Information															
Process	Activities	☑	☑	☑	☑	☑	☑		☑	☑			☑	☑	☑
	Exceptions				☑	☑	☑		☑	☑	☑	☑	☑	☑	
	Team					☑	☑	☑							☑
	NVA Type	☑	☑												
Risk	Risk Objectives			☑									☑	☑	☑
	Risk Type			☑									☑	☑	☑
	Current Control			☑						☑	☑	☑	☑	☑	☑
Operation	Location					☑		☑	☑	☑					
	Work Windows					☑		☑	☑	☑					
	Volume	☑	☑	☑	☑	☑			☑	☑	☑	☑			
	Handle Time	☑	☑	☑	☑	☑			☑	☑					
	Wait Periods					☑			☑	☑					
	SLA					☑			☑	☑					
Finance	Infrastructure							☑							
	Salaries						☑								
IT	Systems		☑		☑		☑	☑			☑	☑			
	Modes		☑					☑							
	Forms		☑		☑						☑	☑			☑
Teams	Team Size					☑	☑	☑		☑					
	Business Rules		☑		☑		☑				☑	☑			☑
	Competency		☑				☑				☑	☑			☑

IDEAS FOR EACH TARGET METRIC



PROCESS

- EDIT PROCESS
- REWORK
- REJECT
- NVA

RISK

- LESS CONTROL
- ADD CONTROL

OPERATION

- WORK TIMING
- DEADLINES
- WAIT PERIODS

FINANCE

- TEAM COST
- COMPONENTS

IT

- AUTOMATION

TEAMS

- LOCATION
- ALLOCATE WORK
- MERGE TEAMS

INSIGHT TO IDEAS

		Total Cost							Client Delivery				Control		
		FTE Cost					Infra Cost	Cycle Time		FTR		Vulnerability			
		Effort			Utilization	Salaries		Critical Path	Delays			Adequacy		Efficacy	
		NVA	Automate	Control	FTR	Peak	Skill	Seat Cost	Wait Period	Delays	Rejection	Rework	Over	Under	Controls
Levers															
Process	Edit Process	☑	☑	☑	☑	☑			☑	☑	☑	☑	☑	☑	☑
	Rework				☑	☑			☑	☑		☑			
	Rejection				☑						☑				
	NVA	☑													
Risk	Add Control			☑	☑				☑		☑	☑		☑	
	Remove Control			☑	☑				☑		☑	☑	☑		
	Change Control			☑	☑				☑		☑	☑	☑	☑	☑
Operation	Location					☑		☑		☑					
	Work Timing					☑		☑	☑	☑					
	Wait Periods					☑		☑	☑	☑					
	Deadlines					☑		☑	☑	☑					
IT	Automation	☑	☑	☑	☑	☑	☑	☑	☑	☑					☑
	Digitization	☑	☑	☑				☑							
	Forms	☑	☑		☑		☑				☑	☑			☑
	Infrastructure							☑							
Teams	Team Size					☑		☑		☑					
	Talent Pool			☑	☑		☑				☑	☑			
	Training			☑	☑		☑				☑	☑			☑
	Work Allocation					☑	☑			☑	☑	☑			☑