

Front Office Transformation – Globally Integrated Enterprise and “Front Office” going Digital

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ABSTRACT

In a multinational model, companies built local production capacity within key markets, while performing other tasks on a global basis. They did this in response to the rise of protectionism and nationalism. As an example, American multinationals such as General Motors, Ford and IBM built plants and established local workforce policies in Europe and Asia, but kept research and development and product design principally in the "home country".

However, today's Globally Integrated Enterprise, in contrast, fashions its strategy, management and operations to integrate production and deliver value to clients on a global canvas. That has been made possible by shared technologies and shared business standards, built on top of a global information technology and communications infrastructure. Because new technology and business models are allowing companies to treat their functions and operations as component pieces, companies can pull those pieces apart and put them back together in new combinations, based on judgments about which operations the company wants to excel at and from where and which are best suited to its partners. The **Globally Integrated Enterprise** will therefore radically shift infrastructure to support and fund these new ways of engaging—becoming integrated, flexible, streamlined, and agile.

The **Front Office Digitization** is the frontier of innovation, focused on creating new value by rethinking the way people connect and interact, resulting in competitive potential offered by these changes to business enterprises. It is the intersection of many emerging rapidly growing trends and technologies such as Cloud, Social, and Mobile. It is the move from traditional back-office systems and knowledge support to the interface with a client's customers and suppliers. It is the possibility of analyzing zeta-bytes of data (structured or unstructured), predict the best outcome and address uncertainty. This is a new frontier waiting to be explored, the space for radical transformation and value creation enabled by technology. The “Front Office” going digital will rethink everything about the way people connect, transact, and engage with institutions, governments, and companies—and how they derive mutual value.

Looking ahead “Front Office Digitization” presents a *New Era of Computing*. Are we prepared for it?

BIOGRAPHY

Suhas Bhide manages the IBM Global Delivery Center in India, with responsibilities across operations, strategy and growth. His agenda includes the building of an industry-leading, technology-ready, customer-focused competitiveness for IBM's Global Delivery engine in India for Consulting and Application Services.

Suhas has over 26 years of experience in the strategic deployment of IT for client organizations. His experience spans initiating, structuring and delivering large technology-enabled transformation projects, involving strategy review, process reengineering and large packaged and custom software implementations. Suhas established and led PwC's SAP practice in Hong Kong and China, covering areas of Accounting, Finance, Supply Chain Management, Human Resources and Capital Life Cycle. Suhas subsequently established and grew the Global Delivery Financial Management Service Line in GDC India. Prior to his current role, Suhas was the Sectors Leader for GBS-GD India and responsible for the governance and management of all engagements for clients across industries.

Suhas has a Master's in Business Administration from the Indian Institute Of Management, Kolkata, and has completed the program in Leading Professional Services Firms from Harvard Business School