



GBS Technology Infrastructure and Systems

Leveraging integrated, scalable technologies drives GBS efficiency and innovation:

- **ERP Platforms** – Integrate processes across finance, HR, procurement, inventory.
- **RPA and Workflow** – Automate repetitive steps with bots.
- **CRM and Ticketing** – Manage customer interactions and service requests.
- **Analytics and BI** – Provide insights with reporting, dashboards, and metrics.
- **AI and Machine Learning** – Enable predictive modeling, anomaly detection, virtual agents.
- **Documentation and Knowledge Management** – Standard operating procedures wiki.
- **Staff Productivity Suites** – Email, messaging, documents, collaboration tools.
- **Infra and Cloud Platforms** – Server, storage, networking, IaaS, PaaS, SaaS.
- **Common Data Lake** – Central repository for enterprise information.
- **Cybersecurity Stack** – Data loss prevention, access controls, encryption, logging.
- **Automation Testing** – Validate changes to minimize business disruption.
- **Identity and User Access** – Single sign-on, privileged access management.
- **Self-Service Portal** – Transactions, inquiries, reporting, life events.

An integrated technology landscape aligns to business processes and information needs. This empowers teams and users while providing scalability, security, and reliability.