**GBS Analytics and Reporting**

Robust analytics and reporting provide critical visibility that guides actions:

- **Service Metrics** – Volume, cycle times, backlogs, quality, customer satisfaction.

- **Productivity Metrics** – Handle times, first contact resolution, automation rates.

- **HR Metrics** – Headcount, turnover, training, employee satisfaction.

- **Financial Metrics** – Budget versus actuals, unit costs, profitability.

- **Compliance Metrics** – Completion of required controls, audit issues.

- **Benchmarking** – Internal trends over time, external competitive comparisons.

- **Operational Dashboards** – Real-time status of KPIs.

- **Executive Dashboards** – High-level overview of performance.

- **Data Mining** – Identify trends, correlations, and predictors to enhance processes.

- **Reporting** – Scheduled delivery of standard indicator reports.

- **Self-Service Analytics** – Enable business users to slice and analyze data.

- **Visualizations** – Charts, graphs, and infographics to speed insights.

Robust analytics transform fragmented data into actionable insights that drive accountability, enhance decision-making, and guide GBS improvements.