

*Professional GBS® Certification*

**Grow your Shared Service Leadership skills**



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# Advance Your Expertise, Your Organization's Maturity

Inixia's *Professional* GBS® Certification is for individuals who want to accelerate their careers as well as learn tricks of the trade from Global Business Services industry founders. You will learn key strategies, proven approaches, and standardized models that will take your work, your team, your organization to the next stage of GBS maturity, and thus deliver greater efficiency, cost reduction, agility, and innovation.

Many companies struggle — or take years — to advance beyond Stage 1 or 2. This is a tremendous loss of time and value as the real benefits of GBS come in Stages 3 and 4. *Professional* GBS® Certifications will help you see the path forward, and give you all the tools to get there.

- ▶ Tools that build a successful Shared Service
- ▶ Skills that define your leadership, innovative thinking, and team building
- ▶ Credentials that distinguish you as an expert



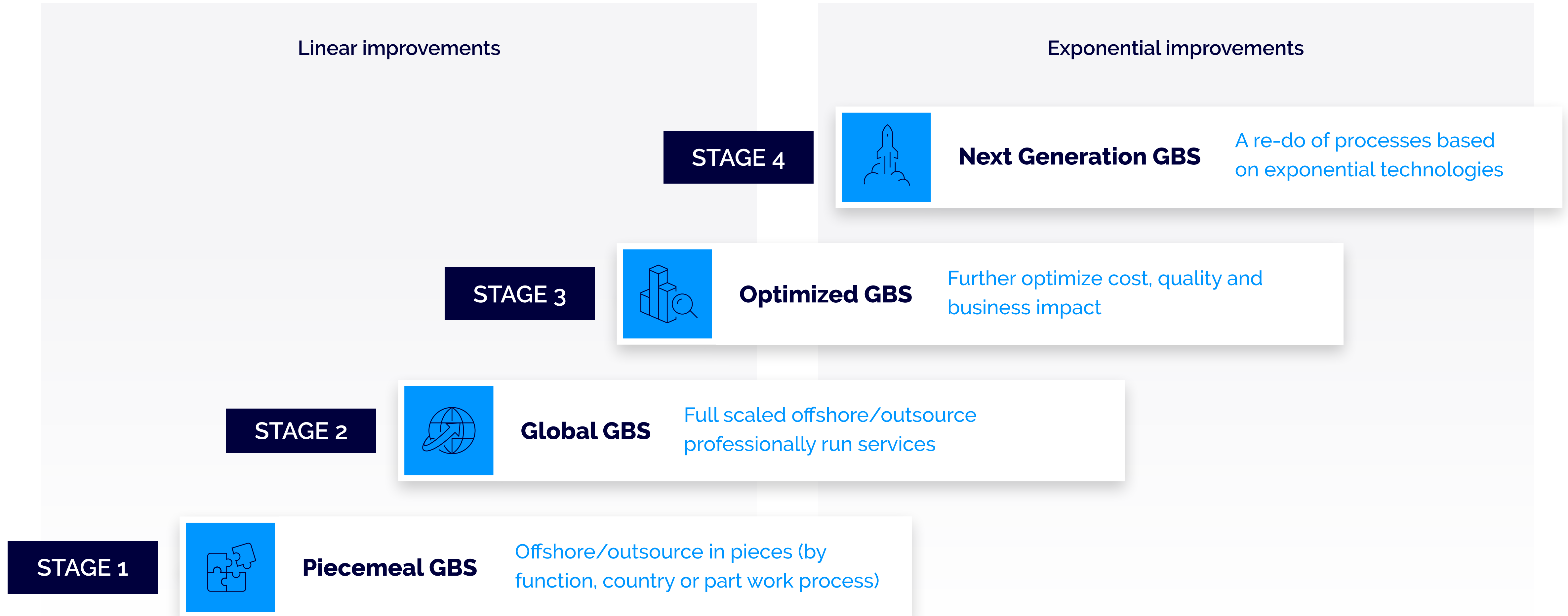
“Unmatched in terms of any industry training currently available.”

GBS Certification participant

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# Evolution of Global Business Services



# Who This Program Is For

This course is designed to advance the skills, expertise, and leadership of mid-to-senior-level shared service professionals, including:

- ▶ GBS team leaders
- ▶ GBS operational leaders
- ▶ Middle to upper-level GBS managers
- ▶ Transformational program managers
- ▶ Service Center managers
- ▶ New managers in GBS
- ▶ Process owners

Nearly every industry in the world has adopted key levels of certifications: Finance (CPA), Project Management (PMI), Supply Chain APICS), Information Technology (ITIL), Business Process management (ABPMP), Engineering (ASCE).

This certification course brings that same level of discipline and knowledge to the Shared Services industry.

“Every other industry has standardized trainings to build professionalism and increase results. Now, thanks to Inixia’s *Professional GBS*®, we do, too.”

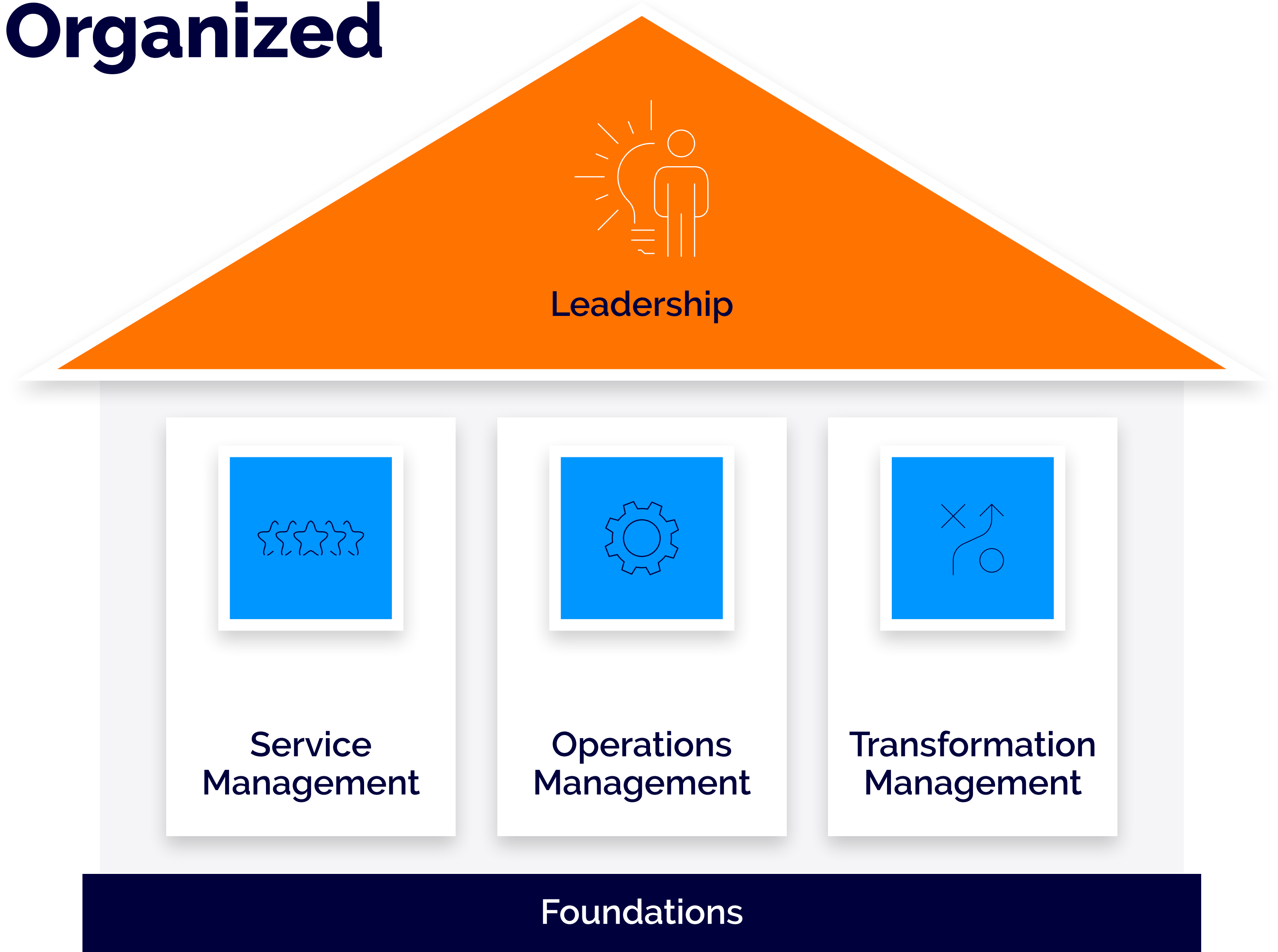


**Naomi Secor**  
Global Managing Director  
Shared Services & Outsourcing Network



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# How the Program is Organized



Inixia created a proprietary approach to building GBS expertise. Our model starts with foundational knowledge and builds up to the pinnacle skill of Leadership.

# Program Structure

- ★ Five courses, each with its own professional certification
- ★ Complete all five courses to become a Certified *Professional* GBS® Master
- ★ Each course broken into 3 classes; total of about 48 hours

## What You Can Expect

- ▶ Small classes
- ▶ Extensive interaction
- ▶ In-class problem solving
- ▶ Interactive discussions with experienced practitioner
- ▶ Networking with industry leaders
- ▶ Direct coaching, tips, and training from industry founders

# Program Configurations

Inixia can deliver *Professional* GBS® courses in ways that are effective and convenient for you and your team. This includes:

- ▶ The full Masters program, outlined in this brochure
- ▶ The Blended program, which combines online and instructor-led courses
- ▶ A customized program that is shorter in duration and offers condensed content
- ▶ Individual courses specific to Service Management, Strategic Sourcing and Service Costing, Business Engagement, Performance Tracking, Operations Management, and New Business Capabilities



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1

# Foundations

This module serves as the building block for all others in the Certification series.

In three distinct sessions, you will learn from hands-on experts how a winning GBS model works, how proven strategies can drive excellence, and how your shared service can transform your company.

The Foundations course also provides the standard model and the terminology required to consistently develop advanced GBS processes.

## Core Elements of the Course

- ▶ **GBS Overview:** How the model works
- ▶ **Implementation:** Making the model work for you
- ▶ **Process:** How to make it all work together

“Participating in the GBS Certification journey was truly transformative. It provided me with both practical skills and theoretical knowledge essential for navigating today's ever-changing business landscape.”

Mohan Thadani – Director - Liberty Utilities

2

# Service Management

Learn the transformational strategy **Running As A Business** — and not just a service. These proven processes and industry standards are the underpinnings for an effective, efficient, and high-quality organization.

Expect a deep focus on framework, standards, and processes for defining a clear, business-run Service Line including pricing and benchmarking, creating strategies and innovation plans, and commercializing the service.

## Core Elements of the Course

- ▶ **Service Fundamentals:** Understanding Running as a Business
- ▶ **Service Design:** Setting up your business offerings
- ▶ **Service Strategy:** Working with vs for your customers

3

# Operations Management

Operations experts showcase best-in-class methods for successfully operationalizing your shared service, outlining the approach, methodology and tools needed for running day-to-day operations, managing operational issues, and driving continuous improvement methodologies.

This is an essential training for anyone working in either the Head Office or in a Shared Service Centers.

## Core Elements of the Course

- ▶ **Operations Planning:** Measures, Documentation, and Effort Estimation
- ▶ **Operations Control:** Daily Management, Incidents and Problem Management
- ▶ **Continuous Improvement:** Quality, Speed, and Cost; Project Identification



4

# Transformation Management

Continued evolution is the key to growing and building a successful Shared Service.

This course shares key methods to drive ongoing improvement in service quality, cost, and customer satisfaction. It brings together the known tools of project management with elements of business transformation and organizational change — which need to play in harmony for successful service transformations.

## Core Elements of the Course

- ▶ **Automation / Digital:** Enabling and driving through a shared service
- ▶ **Opportunity Assessment:** Identifying how to grow, expand, strengthen
- ▶ **Transformation Execution:** Applying proven change management methods

5

# Leadership

Learn how to ensure company leadership understands the current and future value of your organization, and that your teams support each step of the journey.

This course drives strategy development, organization management, stakeholder management – all critical in an increasingly dynamic industry. It also helps shape understanding of and vision for future-state Shared Services.

## Core Elements of the Course

- ▶ **Operational Leadership and Strategy:** Mapping your organization's future
- ▶ **Continuous Improvement Strategy:** Ensuring everyone drives improvement
- ▶ **Future State Strategy:** How to always be pushing forward

# What Sets Us Apart

Inixia offers best-in-class training, led by best-in-class instructors. Our courses are unique:

- ▶ Unlike other firms, we offer practitioner-led courses in real-time, virtually, or in-person.
- ▶ Instructors are alumni from Fortune 500 companies, most notably P&G, pioneers of the GBS industry
- ▶ We are the foremost partner of SSON, the premier shared services network
- ▶ We work with our clients to tailor program content, length, delivery, and pricing.

**Let us work with you.**

“The Inixia’s Professional GBS Certification Program is an outstanding offering that has a transformative impact on organizations seeking to excel in the GBS space.”

Euclides Santos, CFP, CLA CliftonLarsonAllen LL



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# Earn Your *Professional* GBS® Master Certification

For those who successfully complete all five *Professional* GBS® courses, we offer an exclusive level of recognition: **Professional GBS® Master**.

Masters will be invited to join our *Professional* Inixia Community, offering:

- ▶ Opportunity to co-author new industry materials
- ▶ Serve as expert trainers
- ▶ Additional professional development
- ▶ Ongoing collaboration
- ▶ Networking

## Five Additional, Individual Certifications

Each *Professional* GBS® course comes with the opportunity to earn a unique certification showcasing your expertise. To qualify, you must complete the course and an assessment.

Certifications  
Include:



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