IT TRANSFORMATION – SGS ENABLE

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WHEN YOU NEED TO BE SURE

SGS

SGS ENABLE: 2020 IT TRANSFORMATION PROGRAM

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ENABLE

2020 IT Transformation Program



Enable customers through self-services & advanced technologies



Enable business through integrated digital platform



Enable employees through productivity solutions



Ensure sustainability through rationalisation, standardisation & security

SCOPE OF IT TRANSFORMATION

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Customer Interaction

Existing Services

New Services



People

Field Services



Labs



Office



Core Process Systems

Infrastructure

IT Governance & Operations

Customer Portal

Digital Platform

Productivity Solutions

Finance & HR core

Data Center consolidation

GBS (SSC, COE)

2 EXAMPLES

SGS Online (Customer Portal)

Data Center Consolidation

SGS ONLINE - B2B PORTAL

WHEN YOU NEED TO BE SURE

SGS

THE SOLUTION WILL DRIVE GROWTH, PROFITABILITY AND SUSTAINABILITY

- **Increase growth** by winning new customers and selling existing and new services online
- **Ensure sustainability** by retaining customers through strengthening customer experience and our brand
- **Improve profitability** by creating synergies and efficiencies on customer and SGS side (e.g. decreased turnaround time, backoffice automation)

TRANSFORMING THE WAY WE MARKET, SELL, SERVICE AND INNOVATE

Our mission is to provide a platform to **transform the way we engage with customers** with the benefit of increasing revenue, reducing churn and improving profitability.

- Increase revenues through **interactions with customers using new channels** (e.g. B2B platform, chat, social media)
- Improved **delivery through digitalisation**: e.g. digital workflows, platforms. Results are online and/or fed into customer systems. Essential in our efforts to develop new on-line services and expanding e-commerce activities
- **Real-time delivery**: our customers are informed about the status and the progress of the services being delivered
- **Changing customer and SGS employee behaviour** to communicate, collaborate and deliver the work on a day to day basis

PRINCIPAL FOLLOWS THE MAIN PROCESS FOR TESTING AND INSPECTION



FUNCTIONAL SCOPE

- One Stop Shop (Service Request / Request for Quote)
- Data Sharing
- Customer Feedback
- Personalized User Experience
- Booking & Scheduling
- Smart Analytics (basic)
- Billing, Invoicing, Online Payment
- Adaptive Design (adaptable layout)

- Process Transparency
- Adaptive Design (Mobile App)
- Third-party Access
- Real-time Information (in mins)
- Contact & Support (live chat, video chat)



DATACENTER TRANSFORMATION PROGRAM

CLOUD FIRST STRATEGY



Cloud first for all new applications including acquisitions

Datacenter transformation project

80% Cloud

- **Cloud based computing** is an ideal fit for SGS future datacenter strategy
- **Cloud first;** 80% of the workload to run in the cloud by 2020, all new applications to be deployed to the cloud

20% in consolidated regional datacenters in co-location facilities

- Legal, contractual and technical constraints force us to keep 20% of the workload in **consolidated regional datacenters**

- **Sustainable & Secure operations Model**
- **Significant cost reduction** by consolidated cloud-based datacenter strategy
- **Yearly CO2 reduction**: 4'427'500 kg CO2eq. 1'925 round-trip flights* (1 passenger) Geneva – New York

(*) Source; according to https://co2.myclimate.org/en/flight_calculators/ and IBM report



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