

Case Study: Establishing GBS

written by Mark West | 16 April 2024



The Challenge

Design and build a Global Business Services organisation with headquarters in Switzerland and satellites in US, UK, JP, HK and CN

Migrate all systems and specified services for 5 privately-held global luxury brands to a single operating platform of technologies and services, offices and warehouses in the quickest possible time

Our Response

Designed and architected a repeatable model of technologies and standardised operating processes that were deployed quickly and efficiently by adopting right first time principles

Led the GBS deployment over 4.5 years to 3,000 employees, 350+ retail stores, 30+ online stores, 6 shared offices and warehouses

The Results

Delivered € 160M+ synergies and reduced run costs by 25% for IT, Finance and Logistics services

Built GBS to CHF 25M T/O from zero, extended service offering beyond Group to third party clients

Negotiated trade sale of GBS

Sector: Luxury Retail & Wholesale

Function: Digital, IT, Finance, Logistics, HR Admin & Legal