P&G’s Global Business Services
Transforming the way business is done

Our Mission
Our mission is to transform the way business is done.

Our Business Model
• The GBS organization is one of the company’s four pillars and is composed of 7000 people.
• We support P&G’s 127,000 employees and 300 brands sold in 180 countries.
• We provide more than 170 employee and business services including IT, finance, facilities, purchasing and employee services as well as business building solutions.
• The GBS model is all about the AND. We want lower costs AND improve quality AND innovation AND productivity.
  • GBS is one of the largest, most progressive Shared Service Organizations in the world.

Centralized 1 services organization
Global 6 hubs in low cost locations
Holistic 170+ business and employee services
Collaborative 15 Strategic Partners

The Value of GBS
• We deliver cost savings
  o Nearly $800MM cost savings
  o costs as % of sales reduced by 1/3 since 2003
• We drive scale
  o From 27% systems standardization post-Gillette to 60% today
  o Ability to manage 3x project workload
• We innovate
  o Virtualization of brand design and development
  o Productivity building capabilities and tools to steer the business real-time
• We enable agility
  o P&G Integrations and Divestitures
  o Staffing to meet company priorities in 4< days
• We are delivering the Company’s digital strategy

Our Unique Capabilities
• Ensure operational excellence of services
• Scale services, systems and processes globally
• Create new business-building capabilities

How We Got There
1999 – 2002
Creation of Shared Services

2003 – 2005
Building a Progressive Business Model

2006 – 2009
Agility, Flexibility & Change Anticipation

2010 -- …
GBSe – Running Simpler, Flatter, Faster

• Service consolidation & basic infrastructure
• Re-site services to central locations
• Strategic sourcing with external partners
• Run our services as businesses
• Business Service and IT integration
• Dramatic IT-driven Innovation
• Ever greater reduction in costs
• 3-fold increase in org capacity & flow-to-work
• Focus on key audiences: employees, functions and BUs
• More dynamic identification of priorities
• Scaled capabilities to build, operate & deliver GBS services
GBS Innovation at Work

It’s not about running faster; it’s about changing how you run

Virtualization
Replace physical product mock-ups with virtual reality applications

- Consumers: focus group mock-ups replaced by virtual designs
- Customers: virtual shelving & displays to test, learn and wow!
- Engineering & Production: product modeling tools

*Virtual Solutions Tools were used on all top tier Initiatives*

Accelerate Internal Collaboration
Help P&G employees connect internally faster, more cost effectively, and more sustainably

- Video Collaboration Studios: instant “on,” real-time video, studio quality audio
- Improved productivity: scales P&G executives, furthers internal connect & develop opportunities, eliminates costs/time spent on travel, and reduces P&G’s carbon footprint.
- 80 locations: representing key business hubs

*Saving $4 in travel cost avoidance for every $1 invested*

Steer the Business Real-Time
Help P&G make accurate and timely decisions via Business Sphere and Decision Cockpits

- Revolutionized integration and delivery of business information
- Empowers executives to anticipate what is happening in the business
- Decision Cockpits Available to everyone, based on a common data set – 38,000 users

38,000 users, 40% less touches @ $40 per touch

Driving Digital Capabilities
Creating a Real Time environment

- Digital Business Intelligence: harness the power of real time business intelligence
- Digital Value Chain: create a faster, simpler and more agile P&G
- Digital Business Capabilities: digital experiences that transform consumer relationships
- Digital Organization: work from anywhere, with peak performance