



**Chazey  
Partners**  
A QX Global Group  
Company

[chazeypartners.com](https://chazeypartners.com)



**Global Business  
Services**



**Digital  
Transformation**



**Business Process  
Management**



**Global Provider of Consulting,  
Digital Transformation and Process  
Management Solutions**

# Our Value Proposition

The Chazey Partners team brings decades of experience in implementing and operating world-class business support and shared services organizations around the globe, with expertise in Global Business Services and Intelligent Automation. Together, QX Global Group and Chazey Partners deliver innovative solutions that cover Transformative Consulting, Digital Services and Business Process Outsourcing to meet each client's specific needs.



## Expertise

in setting up delivery operating models, including GBS and Shared Services



## Partnership approach

to ensure knowledge transfer



## Flexible solutions

to meet organizational needs and requirements



## Robust infrastructure

for Data & Information security standards



## Digital transformation

accelerated with intelligent automation and RPA



## Best-in-class performance

achieved through operational excellence



## Change Management

to ensure seamless transitions



## Cost-effective models

to achieve up to 40% labor arbitrage savings



## Process optimization

to enable effective and efficient services



## Global team

of practitioners and subject matter experts



# Our Service Offerings

## Business Transformation

Re-shape your business operating models for breakthrough value

- Operating Model Design
- Shared Services
- Global Business Services
- Centers of Excellence
- Project Management
- Process Optimization
- Organizational Design
- Change Management

## Digital & Technology Services

powered by intelligent automation and advanced analytics

- End-to-end RPA
- Low Code Applications
- Chatbots (AI & NLP)
- Third Party Software
- Process Mining & Task Mining
- System Integration
- Business Intelligence
- ERP Enablement

## Business Process Management (BPM)

World class back-offices to enable infinite business scalability

- Finance & Accounting
- Recruitment Process
- Accounting Process
- Human Resources

## Our Global Clients



## Awards, Memberships & Accreditations



# Coca-Cola



## Business scenario

Chazey Partners has supported Coca-Cola bottlers on multiple engagements throughout Europe and the Middle East. Chazey Partners supported the Business Case/Roadmap, Design, Build and Deployment of new multi-country, multi-functional operating models for Coca Cola Icecek, Coca Cola Europacific Partners and Coca Cola Hellenic.

## How Chazey Partners helped

- **Coca-Cola Icecek** is the 5th largest bottler in terms of volume covering Turkey, the Middle East and Central Asia. This project included an end-to-end implementation of a new multi-country Shared Services operating model for Finance, HR, Master Data and Procurement for 10 countries. The model leveraged multiple hubs to support the enabling services of Payroll, Recruitment, Time & Absence Management & Reporting, Record-to-Report, Procure-to-Pay and Master Data Management. Additionally, the team also supported the introduction of RPA in 2019 and were later engaged in 2020 to support the transformation of Order-to-Cash.
- **Coca-Cola European Partners**, now Coca-Cola Europacific Partners, is one of the largest independent Coca-Cola bottlers, serving 170 million customers across 7 countries in Western Europe. In this end-to-end engagement, Chazey Partners supported the Business Case, Design, Build and Deployment of a new multi-country Shared Services/Outsourcing solution to support Finance for operating units spanning western Europe, leveraging a core SAP platform. The project achieved 35% cost savings plus the establishment of a Finance Center of Expertise.
- **Coca-Cola Hellenic** is the world's third largest bottler in terms of volume covering 28 markets on 3 continents, from the west coast of Ireland to the Pacific coast of Russia; from Northern Europe to the company's most southerly market Nigeria. Chazey Partners supported an award-winning Finance and HR end-to-end Shared Services solution. This Business Transformation consisted of a Business Case through to Design/Build/Deploy/Stabilization plus expansion of scope. Deliverables included change management, organization design, process mapping/ design, business analysis, benchmarking and best practice analysis.

## Benefits Delivered

- **Coca-Cola Icecek:** Completed in 2019, the project is tracking to meet projected savings of 35%
- **Coca-Cola European Partners:** Established a Finance Center of Expertise for Financial Planning & Reporting
- **Coca-Cola Hellenic:** Functional scope consisted of finance and human resources, including technology enablement with a target of 40% in cost reductions from process efficiencies and labor arbitrage

"Chazey Partners provided guidance, expertise, know-how, and a proven methodology, allowing us to focus our resources on executing the project plan and on the best end result...They were a great business partner in understanding the business environment and steering the project through the inevitable change management challenges in conjunction with the internal project team."

**Daniel Willoughby**  
Director Strategic Initiatives,  
Coca-Cola European Partners





# Gilead Sciences

## Business scenario

Gilead Sciences, Inc., is an American biopharmaceutical company headquartered in Foster City, California that researches, develops and commercializes drugs. The company focuses primarily on antiviral drugs used in the treatment of HIV, hepatitis B, hepatitis C, and influenza, including Harvoni and Sovaldi. Chazey Partners has been engaged by Gilead Sciences to assist them on a number of valuable shared services assignments since 2009.

## How Chazey Partners helped

- Review and correction of issues for a finance Shared Services Center in Ireland.
- Optimization of the European human resources Shared Services center in Stockley Park, UK.
- Detailed review, assessment and recommendations for the global finance function and an end-to-end transformation of the P2P function.
- Design, build and deployment for a Human Resources Operations Hubs in the Asia Pacific Region.
- Designed and delivered global customer service training for the Finance Shared Services team, covering US, EMEA and APAC.

## Benefits Delivered

- Managed the assignment at very short notice with highly restricted timelines
- Provided insight with a Study Report which was clear and comprehensive so Gilead could make sound decisions
- Designed and implemented a robust Global Customer Interaction Framework
- Provided experienced and "hands on" resources to quickly assess, make recommendations on and help actually implement recommendations

"Chazey provided very experienced and "hands on" resources that got stuck in on the ground and helped to quickly assess, make recommendations on, and then help us to actually implement these recommendations.

Chazey delivered on everything that we asked from them and we were delighted with their work ethic, their partnership approach and the results. Indeed we have since engaged Chazey Partners on other work, including support for our UK based European HR Shared Services Centre.

I would highly recommend engaging Chazey Partners on any Shared Services or broader Finance transformation assignment."

**Martin Ebert,**  
*Vice President & Controller,  
Gilead Sciences*



# Dos Pinos

## Business scenario

Dos Pinos is a Costa Rican cooperative producer of dairy, beverages, and candy products headquartered in Alajuela, Costa Rica. It has a portfolio of over 600 brands sold throughout Central America and the Caribbean. Chazey Partners provided business partners support to help build an end-to-end shared service center and RPA program.

## How Chazey Partners helped

- Led the implementation of an end-to-end multifunctional Shared Services to support operations in Costa Rica, Guatemala, Panama and Nicaragua.
- Re-engaged in 2020 to build an RPA program, including defining the operating model, building a Center of Excellence (CoE) and providing training for program success.
- Also built an automation roadmap and supporting business case.

## Benefits Delivered

- Set up a multifunctional Shared Service Center (SSC) in Costa Rica to support Finance, Human Resources, Procurement, Logistics, Sales Administration and Customer service
- Our RPA roadmaps provided a blueprint for building and launching the CoE, recommended automation of processes, foundational training and outlined ongoing change management



“Our Shared Services Center will continue to grow and serve as the lever to help our organizations to grow smoothly. The Chazey team served as a helping hand, teaching us how to walk step-by-step and telling us which is right way to go.”

**Digna Maria Moya Gonzalez**  
*Director Corporate Senior Finance & Administration, Dos Pinos*

# Global Footprint

**20 YEARS**

**COMBINED EXPERIENCE**  
in delivering transformative  
solutions

**2500+**

**GLOBAL WORKFORCE**  
operating out of 17 delivery  
centers and 5 offices

**250+**

**ENTERPRISE CLIENTS**  
served through our  
end-to-end solutions

## OFFICE LOCATIONS



Connect with our practitioners for a free consultation  
to help you choose the right solution

Chazey Partners LLC: 108 Lakeland Ave., Dover, DE, 19901

1 855-692-6229 [us@chazeypartners.com](mailto:us@chazeypartners.com)

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