GLOBAL BUSINESS SERVICES ASIA PACIFIC

Reach your goals, not your limits.

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About GBS

Siemens Global Business Services (GBS) enables Siemens AG units worldwide and external customers to **accelerate their business transformation into a sustainable and digital future.**

Its portfolio comprises services driven by expertise and the latest technology – with a strong focus on innovation and digitalization in areas like business administration, human resources, supply chain management, sales, marketing, and engineering. Siemens GBS provides business services for Siemens AG, Siemens Energy AG, and Siemens Healthineers AG and serves its clients globally out of four major hubs and one service unit. Siemens GBS headquarters are based in Munich, Germany.

For more information, visit
www.siemens.com/gbs

From the desk of
CEO

Dear Valued Customers,

It is my pleasure to introduce you to our Global Business Services brochure for the Asia Pacific (ASP) hub. Here, we're excited to highlight some of our cutting-edge services and solutions and how these have helped customers generate value and reach their digitalization goals.

Over the years, we've focused on being your trusted partner in navigating complex business challenges. As a natural further development, we are sharpening our focus on customer relationship management and expanding our portfolio with innovative technologies that reach across the entire value chain.

From establishing a center of excellence for financial data reporting, to developing an automated solution for logging vendor master data to designing a streamlined order management process this edition features success stories and advanced solutions that help tackle some of our customers most pressing challenges.

In FY24, we're proud to have achieved a stellar CSI (8.7) and USI (9.13) scores. Additionally, our team has filed four patents and integrated sustainability into projects across our business lines. We also remain committed to upskilling, averaging 42.4 learning hours per employee last year.

With a strong emphasis on digitalization and shared services, our mission is to empower your business transformation so that you can focus on achieving your goals. More than anything, our co-created solutions are designed to simplify the way our customers work, helping you optimize workflows, boost efficiencies and break down communication silos.

If any of the topics resonate with you, please don't hesitate to reach out. We would love to explore them further and see how GBS ASP can help you reach your goals, not your limits.

We look forward to continuing our journey together!

Naveen Mohan
Head - Asia Pacific
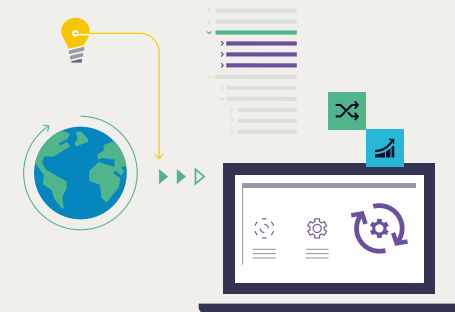*Siemens Global Business Services*

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SiLoFiT:
Local financial reporting made easy

Problem
Manually creating financial statements in various formats and languages to meet local and international standards is time-consuming and error-prone.

Solution
Use SiLoFiT (Siemens Local Financial Transformation) to automate generation of financial statements.

Team
GBS Record to Report

Testing Ground
Siemens India

Results So Far
By reducing the time spent on the end-to-end preparation of financial statements, 14 Siemens entities have been successfully onboarded so far.

Scalability
SiLoFiT can generate financial statements in 45 languages and could be utilized everywhere those languages are used.

Siemens GBS Record-to-Report (R2R) addresses a challenge that almost all subsidiaries of global corporations face. In addition to the mandatory annual report for the consolidated financial statement of their holding, they also have to report in their local markets – in the local language and according to country-specific guidelines. SiLoFiT is a joint initiative from GBS R2R Asia-Pacific and the Accoounting, Reporting and Controlling organization (CFRSAS) in the regional hub South-Asia.
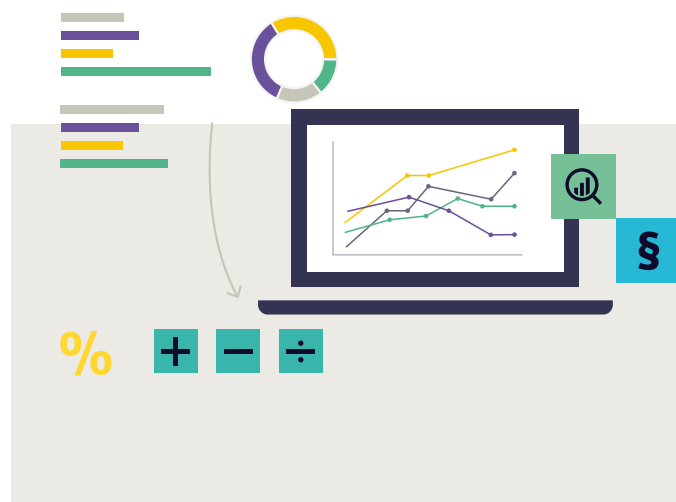
The GBS initiative aimed at addressing the challenges in preparing local financial statements received an entrepreneurial welcome from CF R SAS. Through this project, we could successfully transform and automate the entire process of creating local financial statements, including notes and schedules.

The status quo

In addition to reporting in accordance with International Financial Reporting Standards (IFRS), all Siemens units must also comply with local Generally Accepted Accounting Principles (GAAP). These rules differ from IFRS and vary from country to country.

The requirements for local financial statements are very specific since no authority wants the exact same information in the exact same format.

To satisfy demands, accounting teams have to create multiple unique financial statements. This typically involves manual transfer of a huge amount of data from different accounting systems and a hodgepodge of Excel sheets. If someone finds a numbers issue late in the process, large sections of each individual statement could need significant manual editing. Additionally, different authorities often require statements in different languages.

The process is time-intensive, and mistakes are very likely, which is why a complete transformation and digitalization of this entire process was needed to make it more efficient and effective. A first time right, every time right process, so to say.

How SiLoFiT changes the game

SiLoFiT – an abbreviation for Siemens Local Finance Transformation generates results ready to audit in a few clicks. The tool is fully ensured with cyber security, data privacy, zero trust, and protection concept. It also offers high scalability potential.

This also reduces time pressure because as soon as the IFRS books are closed, every country has a different deadline to submit a local financial statement.

The tool takes care of the language issue, too, as it's able to create statements in 45 languages. Another bonus is that users do not have to update changes in various places. SoLiFiT flags accounting errors, and any needed fixes can be done once and then automatically applied to all statements being prepared. Finally, because the tool is cloud-based, there's no need to rely on email attachments to get statement drafts and corrections in front of the eyes that need to see them. Sharing, editing, and auditing can all be done in the cloud.

SILOFIT follows the Accounting System Process — booking of local GAAP via a separate ledger. This agnostic platform is designed to efficiently and automatically generate financial statements in compliance with various local GAAPs, accommodating multiple languages, and including detailed notes and schedules.

What to expect with SiLoFiT

SiLoFiT is more than just a tool. It's an end-to-end process, and the SiLoFiT team helps customers with every aspect of it. Transferring financial data from previous locations into the new tool, setting up and preparing financial statements, editing statements if needed, and providing auditors with needed information: These, and more, are all tasks customers could leave in the capable hands of GBS.

Entities of Siemens Energy, Healthineers and Siemens Financial Services India are already using, SiLoFiT. And the GBS team at R2R is looking forward to, helping more customers discover the huge benefits those entities have experienced.

Spare parts order management, optimized

The Siemens GBS Opportunity-to-Cash (O2C) team in India addresses a quick turnaround of spare part requirements of customers to ensure high machine uptime: making sure that spare parts ordered can be seamlessly tracked and traced from the minute they are placed until delivery with the required documents.

Problem
Spare parts were ordered and managed through a scattered process that was causing bottlenecks, confusion, and delays.

Solution
A centralized platform that streamlines operations, and offers 24/7 monitoring and real-time updates on the status of an order and its installation.

Team
GBS ASP O2C India

Testing Ground
Siemens DI CS India

Results So Far
Up to 95% of the order management process has been automated, leading to faster turnarounds and improved communication.

Scalability
Additional applications can be integrated in DOM and requests can be easily scaled up thanks to an automated process.

SPARE P**A**RTS
SERVICES

The efficient processing of requests is a major concern for our customers. But with the help of Siemens GBS Digital Operations Management (DOM), requestors can closely steer and follow their spare part requirements while seamlessly integrating multiple applications into one single system interface. The goal: transforming the experience on Siemens end-customer side while boosting internal team efficiencies.

Roadblocks in the delivery chain

When it comes to ordering spare parts, time is of the essence. Ordering spare parts necessitates prompt action, as it entails coordinating with different stakeholders and staying vigilant with follow-ups to ensure timely delivery. However, lack of transparency leads to scattered communication across emails, phone calls, and missed details, resulting in incomplete and open tasks.

A reliance on multiple systems or individuals adds to the chaos. With different parties involved, information is often scattered, leading to bottlenecks and delays. Multiple touchpoints make it difficult to keep track of the full order history, not to mention of an order's real-time status.

A further challenge is prioritization. Without clear guidance on what needs immediate attention versus what can wait, delays occurred in the procurement and management of spare parts.

Additionally, inconsistent or inaccurate data, particularly when entered or transferred manually between systems, was found to cause issues. Coupled with poor visibility of the project workflow, as well as of pending and completed tasks, delays and missed deliverables became ongoing issues.

Overall, an improvement of the status quo was needed to help customers manage their orders effectively and make informed business decisions. To tackle inefficiencies, errors, and inconsistencies, the GBS India team focused on developing a standardized process for ordering spare parts, for DI CS along with a clear documentation.

A one-stop solution

To make sure orders entering the system were both error-free and required minimal manual intervention, the DOM application was a perfect match.

Enabling end-to-end digitalization of business processes while integrating multiple applications into one system, DOM provides instant responses to customers' queries about order statuses. With round-the-clock monitoring of orders and inquiries, customers are always kept informed, thanks to 24/7 monitoring of submitted orders and questions.

To help streamline operations and expedite order processing, AI, analytics, and visualization technologies were employed. The benefit: end-to-end visibility on case statuses and a structured process flow that ensures consistency across regions.

Executing an auto-trail of all communications promised further benefits. Here, automated work distribution, improved accountability, and task management, while fostering cross-departmental collaboration that broke down barriers.

Additionally, leveraging analytical reporting enabled data-driven decision-making. Thanks to a clearly structured dashboard, users are able to identify the areas that require improvement throughout the value chain.

The new process in practice

Connecting the entities and systems that feed into spare part order placements has led to many benefits for our customers.

Most notably, standardizing the process through a task management system has significantly automated the order management process, saving an average of 5,000 hours and up to 95% of the time previously spent on manual tasks. The average order creation turnaround time has therefore been dramatically reduced, thanks to analytical, 24/7 reporting and monitoring.

With the integration of our streamlined system, customers are put back in the driver's seat when it comes to spare part ordering and can refocus their energies on completing projects without any unexpected hitch.

DI CS would like to extend its sincere thanks appreciation for the implementation of DOM application [for spare parts ordering], which has transformed our order booking process experience with its efficiency and user-centric period: design, we deeply value GBS for the continuous support and ongoing enhancements to the DOM application like integration of scanning tool and mapping of logistics workflows that is transforming our operations and driving productivity"

Peter Pais
(RC-IN DI CS FIN SEG)

Accountancy 4.0:
Where technology meets finance

Automation and AI are the technologies of the present – and the future. Now, Siemens GBS is using them to transform customers' finance and accounting processes. Its finance automation service creates tailored and scalable solutions that will drive value for customers. What's more, the GBS team guides customers through this process as their transformation partner.

What happens when you combine a deep knowledge of accountancy and finance processes with tech expertise? A Siemens GBS team has the answer: The team is highly experienced in consulting, designing, configuring, deploying, testing, and operating scalable end to end finance-automation use cases and solutions to meet every customer's needs.

Skilled GBS experts achieve automation rates that provide excellent value for customers' digitalization roadmaps. Modular and use-case driven approaches can achieve between 15% to more than 90% automation rates for core accounting and finance tasks. The experts understand customers' needs and work closely with customer teams to maximize time saving – and to generate considerable cost-savings and quality improvements in partnership with each customer: savings beyond 40 % are realistic.

The GBS experts have successfully rolled out tailored finance automation solutions to customers around the world. They ensure that sensitive financial data is dealt with securely and ensure that corporate security governance requirements are met.

Creating value through finance automation technology

Shiena Mary Johnson, Service Line Head for Accounting and Closing, said: "As accountants we're always dubbed as boring, just dealing with numbers. Our eureka moment was that accounting can look different if you integrate it with technology solutions."

One successful example of a finance automation project was achieved for the Germany-based company Yunex, a global leader in intelligent traffic systems. The GBS experts assessed Yunex' financial closing process, using their deep transactional and automation experience enhanced with a new automation platform (Redwood). Their aim was to gain efficiencies and prepare the customer for the future change to the upgraded SAP S/4HANA enterprise resource planning software.

Dennis Paul, Vice President Accounting Yunex Traffic, said: "The GBS solution has given us a new and efficient closing schedule with just under 300 steps for all Yunex legal entities – a reduction from nearly 600 closing steps in our legacy system. GBS collaborated with us on the design, new software configuration, and going live with a far more automated financial closing process on an open, extendable platform."

The GBS team helped Yunex implement the Redwood closing orchestrator, creating clear added value. "It helps us reduce manual effort during the month-end closing process, freeing up capacity for more value-generating activities. It also speeds up our closing process – it is essential for us to close our books quickly," Paul said.

Integrating automation into Yunex' accounting processes has led to greater efficiency and accuracy. "Through the use of GBS finance automation we achieve month-end closing at a quality level and speed level you'd expect from a large global multinational company, while being just a mid-sized company with a mid-sized company set-up," Paul said. "It also saves license fees compared to other solutions we would have needed to invest into."

A holistic and open use case-based approach to finance automation

The Center of Excellence GBS team based in Malaysia can now create, advise, and implement automated solutions based on Redwood that make customers' finance processes more efficient and more secure. These solutions are not a one-size-fits-all offering. Rather, they are flexibly adapted to meet each customer's specific needs. The GBS experts work as a transformation partner, offering consultancy services to improve and digitize customers' finance workflows.

Integrating cutting-edge technology with more traditional accountancy practices also frees employees to focus on other essential tasks.

Johnson explained: "We are not decreasing headcount. This is about removing what can be done by automation so that the customer can be the manager of the automated tool. It is about upskilling people and shifting them to the next work-required role."

Talented team for future growth

Siemens GBS´ Record to Report Global Process Ownership Head Christian Riedel confirms that the company has grown a team of more than 50 technology functional experts operating out of the Malaysia hub to serve customers worldwide. This team of talent has defined an operating model for automation and covers end to end all aspects of finance automation, from writing code to solution design and consultancy. This has clear advantages for Siemens by removing dependency on third parties when dealing with sensitive financial data.

More than 100 finance automation use cases are in the pipeline. Based on Redwood software, the use cases will go live or will be under development within the next quarters. Customers are based worldwide, from India and China through Europe to Brazil and the USA.

Siemens GBS finance process consultants transform their customers' accounting processes using the structured 3D-loop process: Discover, Design, Deliver. The team can even run and maintain the finance processes and automation for customers, if required.

Johnson added: "Our strength is that we are a very strong integration partner. Our expertise is in transforming finance processes by implementing finance automation solutions. We are advocates of what Siemens has generated in-house – that is our biggest USP."

Finance process automation is part of a wider transformation project to make Siemens a data-driven company.

Keeping vendor master data up to date,
from manual to automized

Problem
An unstructured, manual system of logging vendor master data change requests led to discrepancies and security risks.

Solution
An online portal based on the iPEP platform that makes logging vendor updates consistent, compliant, and seamless. All done by the suppliers themselves.

Team
GBS O2C, GBS P2P, GBS PS and GBS R2R

Testing Ground
Siemens India

Results So Far
Improved efficiencies, reduced errors, and smoother team collaboration.

Month	No. of Data Confirmations	No. of Changes Initiated	Total
Nov 24	2864	50	2914
Dec 24	598	28	626
Jan 25	472	37	509
Total	**3934**	**112**	**4046**

Scalability
The iPEP platform keeps data all in one place, providing a defined picture of the business. Over time it can accommodate larger, more complex data sets.

Maintaining vendor master data requires clear rules, consistent maintenance, and regular reviews. The Siemens GBS teams of Opportunity-to-Cash (O2C), Purchase-to-Pay (P2P), Project Services & Transformations (PS) and Record-to-Report (R2R) tackled the challenge of updating vendor data with a smart, self-service online portal. This digital solution benefits suppliers and eases pressure on internal teams.

Keeping vendor master data up to date requires three key elements: transparency, consistency, and a structured approach. A manual solution falls short in achieving this so the process needed an overhaul. In a joint approach, GBS India found a solution which automated a manual process and elevated the service levels to new heights.

A dinosaur system

Fragmented, unstructured, and complicated, the legacy way of handling vendor data is difficult to make sense of. Requests came in by email, were scattered across teams and were handled by different users, leading to inconsistencies and delays. Due to it being a manual process, any mistake in this regard could be highly detrimental. Manual email exchanges between business and vendor would invite cyberattacks.

At the same time, vendors didn't have any visibility on the status of their requests. After submitting an email with a change request, they wouldn't know where they stood until the final update.

Finally, when data was added to the system, it often wasn't reviewed at regular intervals, leading to, for example, payment rejection or purchase orders sent to invalid email addresses. Beyond all this, no defined process was in place to re-route requests to the appropriate users, leading to inefficiencies and potential mismanagement. The bottom line: time and effort were being spent in all the wrong places.

An innovative, automated solution

Without a structured process, transparency, and automation, the teams had to go back to the drawing board to find a viable solution. What they developed was a consistent and compliant framework for receiving and processing vendor requests. Using iPEP as their database platform, an online portal was implemented that makes logging information and changes effortless.

Now, vendors submit change requests through an online system, replacing the manual, email-based process that led down a rabbit role of confusion. The new centralized system can be accessed with authenticated credentials, making sure only authorized vendors can log in, and that their data is secured.

Another bonus: requests are now automatically routed to the appropriate users by way of a built-in logic and tagging system, eliminating any guesswork and unnecessary delays. To make sure users submit complete requests without follow ups, the portal offers pre-validation and accuracy checks before a request is submitted.

And instead of the data just sitting there, being stored for an indefinite time, the system sends out quarterly reminders to users. This prompts vendors to review and update their information, making sure they are company compliant at all times.

Helping customers achieve more

Since launching the new master data change management platform to our suppliers, customers have benefited in a host of ways. Most importantly, the standardized and fully compliant system minimizes mistakes and risks by offering consistent and reliable support. Secure, authenticated access is the first step to every request, making sure customers' data is safely stored through iPEP. Vendors are also given greater visibility by being able to view and track the status of their requests upon logging in to their account on the portal.

The transition from manual to digital workflows added an enormous value to the business. Not only did the switch improve efficiencies across the board, but it also reduced errors. The same goes for the quality of submissions. Gone are the days of scattered, lost information: mandatory fields ensure accuracy without the need for lengthy back-and-forths. Time is valuable, and having a streamlined system to route incoming requests shows that we're committed to keeping our customers' data safe and under control?

Congratulations to the entire team on this implementation and move towards more and more digital solutions"

Saiprasad Shenoy
SI EP FIN, India

Engineering
high-value teams

Siemens GBS Engineering Services India is a leading example of resilience in action. Faced with the challenge of quickly growing a stable, high-performing engineering team, a strategy was developed to continuously improve operations and nurture empowered, engaged employees through targeted training programs and an agile mindset.

Problem
Insufficient knowledge transfer, shortened timelines, high attrition and hiring costs tested the resilience of the high-quality, high-performing GBS Engineering India team.

Solution
Focusing on continuous improvement and increased quality through a root-cause analysis, tailored training, shadowing, time studies and knowledge sharing, measuring progress with First Pass Yield (FPY). Empowering engaged and committed teams to reduce attrition, retain expertise and secure engineering career path. In addition, a focus on diversity and internal skilling.

Team
GBS Engineering Services

Results So Far
Measurable FPY improvements, robust processes and higher operational efficiency, increased knowledge retention, team collaboration and service continuity.

Scalability
Processes and initiatives can be adapted as teams grow to accommodate different needs.

Building high-performing teams takes time and a comprehensive, multi-pronged strategy. Addressing the challenge to further increase quality of deliverables, and reduce staff turnover rate, a plan was put in place to boost operational excellence and retain engineers by supporting their growth and development.

RA competitive landscape

Delivering future-fit engineering services starts with building high-value engineering teams. After a successful transition of the engineering tasks from Siemens Business to GBS under highly ambitious timelines, we obtained a large talent pool with extensive technical expertise. To build on this, the newly formed GBS Engineering Services (ENG) India team set priority on further developing those high-value teams.

Key challenges that stood in our way were closing quality gaps, enhancing knowledge transfer, and ensuring stability of the engineering team. Tight deadlines resulted in insufficient information documenting and a higher-than-projected level of attrition led to an increase in our hiring costs as well as great effort to rebuild expertise. To top it off, a concentration on one major location led to limited talent availability.

Cultivating a long-term growth mindset

To support the stability and growth of Siemens GBS Engineering Services India, we had to rewire our thinking and focus on a broad range of solutions.

Most importantly, we had to shift our mindset. Guided by the motto "Resilience in action: adapt, overcome, and succeed," we set the stage for a new way of working.

In close collaboration with our customer, Smart Infrastructure Buildings US, we designed and launched a series of initiatives to boost operational quality and achieve our targets. This includes introducing root-cause analysis to address inefficiencies, conducting time studies to streamline workflows, and intensifying communication and knowledge exchange through regular shadowing, calibration activities, and lessons learned sessions. We also systematically measure progress, tracking key metrics like First Pass Yield (FPY) to unlock the team's full potential.

At the same time, we introduced our "Empower Engineering" initiative. Using agile methodologies, it aims to cut out employee turnover by 50% and strengthen our commitment to retention. This comprehensive program spans for example compensation and benefits corrections, a harmonious leadership program, inclusion and diversity sessions, and regular feedback workshops. The "Empower

Engineering" project was recognized with the GBS Award in 2024, highlighting the team's passionate and agile mindset.

Alongside these talent management efforts, we also focused on supporting sustainable growth through diversity-focused hiring. We set out to attract young talent, increase female representation, and promote committed employees into higher roles. To boost workforce efficiency, we introduced a transparent certification process and developed targeted training programs, such as the SkillX project, Hire-Train-Deploy model, and Industry Institute Connect. These initiatives, in combination with university partnerships, were key drivers of our team's success.

Finally, ensuring scalability and business continuity by spreading office locations in the country allowed us to access the best talent and contributed to our overall resilience strategy.

A thriving team with impressive results

Focusing on building a strong, engaged engineering team has been key to delivering consistent, measurable value to our customers. As a result, we've seen significant improvements in process efficiency and knowledge retention.

Our Design Fire services team achieved a First Pass Yield (FPY) of 92% in December 2024. Design Automation and Programming and Graphics teams reached 86% and 90% FPY, respectively, in early 2025. Overall, the ENG India team is recording a stable above 9.0 User Satisfaction Index (USI). These metrics demonstrate the team's growing expertise and the effectiveness of our process transformations.

Importantly, our efforts to improve employee retention have also paid off. We've managed to reduce the attrition rate by 50% on a yearly basis, normalizing the level from 30% in FY23 to just 16% by the end of FY24. Collaboration between teams has also seen improvements through initiatives like the Design Quality Forum and the shadowing of experienced Product Quality Engineers. These cross-functional knowledge-sharing and best practice exchanges have strengthened the team's capabilities and fostered a culture of continuous learning best-practice.

Finally, sustainable growth has been a key marker, with diversity hiring, and internal development fostering a stable, high-performing team that delivers exceptional results.

This multi-pronged strategy has not only tackled the challenges but also positions the organization as a resilient, innovative, and inclusive global solutions provider.

We live and breathe the same core Siemens values... and I see a lot of passion and commitment to making our business successful."

Christopher Lock,
Head of Operations Centers, Siemens Smart Infrastructure Buildings U.S.

Streamlined procurement:
a game changer for factories

Problem
Traditional, manual procurement and logistics processes are time consuming and inefficient while being prone to errors.

Solution
DPL: a cutting edge, end-to-end management system that incorporates AI, BPM, and RPA to provide full control over the supply chain.

Team
GBS CN P2P

Testing Ground
Siemens China

Results So Far
An EDI rate of up to 90% and an over 60% reduction in workload.

Scalability
DPL offers flexible scalability and integration of systems to swiftly adapt to changing needs.

Digital Procurement and Logistics (DPL) addresses the challenges that impact supply chain and production processes. By offering a radically streamlined system that ensures quality of service, DPL has the potential to transform how factories manage their direct materials procurement processes and revolutionize the way businesses respond to stakeholder needs.
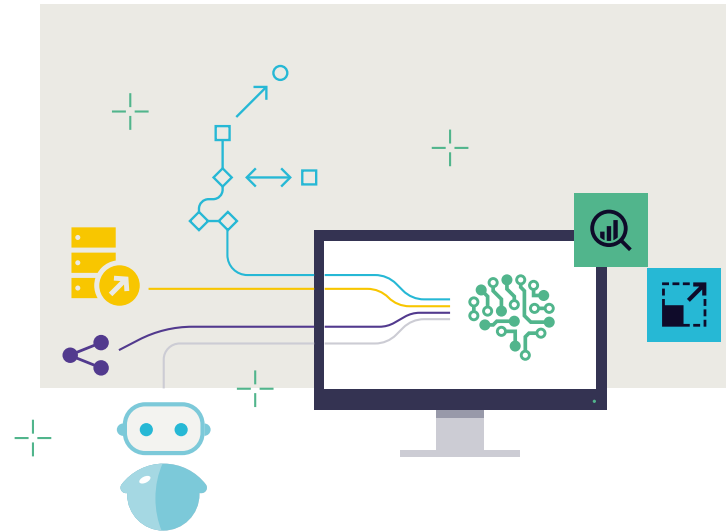
Procurement and logistics are key factors driving success in the global economy. When implemented well, they ensure continuity of workflows without supply chain and production disruptions. And in today's fast-moving world, the supply chains that are able to adapt quickly to changing demands – while remaining-efficient – will be the ones that succeed.

Old ways, outdated systems

Organizations with traditional procurement and logistics processes are lagging behind. Not only is a manual approach more time consuming and inefficient, but it can also lead to errors. Slowed down operations also affect the speed at which the organization can respond to market changes, while leading to poor communication between teams, suppliers, and stakeholders.

That's why closing the digital gap in procurement and logistics isn't just a trendy thing to do — it's a business imperative.

A commitment to success

Digital Procurement and Logistics, or DPL for short, offers an end-to-end approach designed to streamline operations and set to transform traditional procurement processes. Covering everything from material requirements planning (MRP) to the payment process, DPL is revolutionizing the way businesses respond to stakeholders' needs.

At its core, DPL is a commitment to intelligent and flexible solutions. By harnessing modular, plug-and-play digital management capabilities and seamlessly integrating those with existing systems, it empowers factories to adapt swiftly to evolving business demands.

Collaboration is fostered through a RMS (request management system) and SCP (supplier collaboration portal), ensuring that all stakeholders — including Siemens factory buyers, GBS experts, and third-party suppliers — are involved in the process. This creates a robust ecosystem that drives efficiency and innovation every step of the way.

Turning supply chains into value chains

Combining cutting-edge digital technologies such as BPM (business process management), RPA (robotic process automation) and AI (artificial intelligence), DPL is a total game changer for procurement and logistics.

Together, these technologies provide real-time tracking and control over orders and shipments. At the same time, robots are employed to automate routine tasks such as purchase order sending, order confirmations, and status updates, enhancing and automating workflows further.

DPL also offers comprehensive data to empower sound decision making. With predictive insights, you can plan, control, and secure your logistics all while minimizing risk.

A system you can count on

To date, DPL has made waves across 10 factories in China, garnering rave reviews from customers and delivering a multitude of benefits.

Siemens Switchgear Ltd. in Shanghai, for example, received a remarkably high electronic supplier integration (EDI) rate of up to 90%, underscoring the platform's effectiveness.

Its tangible impact on operational efficiency has also been tracked, with DPL helping factories achieve an over 60% reduction in workload. Coupled with the fact that it offers an ROI timeframe of less than one year, DPL isn't just a smart choice—it's financially clever, too.

Marking a new era for businesses seeking to stay ahead, DPL offers an unmatched blend of innovation, collaboration, and efficiency that you can count on in uncertain times.

Driving efficiencies across **multi-country payroll operations**

Problem
Manul payroll processing is time consuming and leads to inaccurate data entries and compliance issues, causing stress for employees and putting a damper on productivity.

Solution
Incorporate automated payroll processing with dedicated validation solutions and strong system integrations while streamlining the number of stakeholders involved.

Team
GBS Hire-to-Retire India

Testing Ground
Siemens India

### Results So Far
Once implemented, payroll automation can improve efficiency, compliance, data security, and accuracy. In turn, this can lead to reduced operating costs and a better employee experience.

Scalability
Extend solution to 25 countries that are getting serviced from by GBS H2R India already and beyond.

Siemens Hire-to-Retire (H2R) India manages the payroll for 25 countries and is continuously looking for solutions to manage its complexity. The process is managed across different systems, with varying degrees of automation, different vendors and in compliance with local regulations. To ensure that sensitive financial data is being handled with the efficiency and accuracy it deserves, the team decided to level up its payroll process using next-level automation.
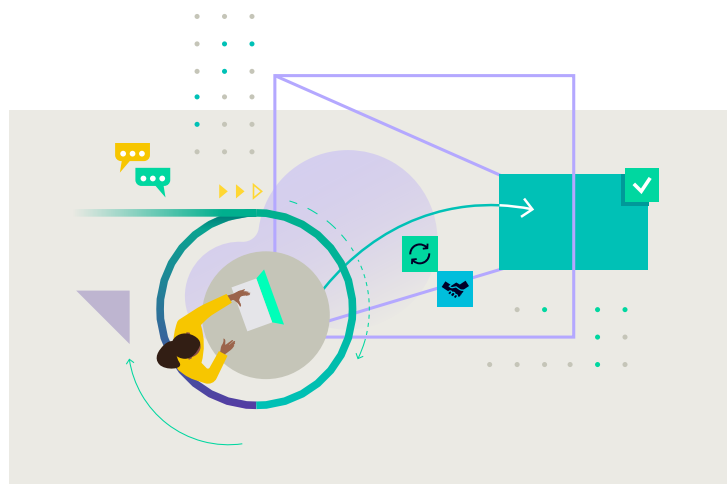
The H2R team faces several challenges in processing payroll requests. Manual inputs from multiple stakeholders, inconsistent formats, exception requirements, and varying input frequencies are just some of them.today's fast-moving world, the supply chains that are able to adapt quickly to changing demands — while remaining efficient — will be the ones that succeed.

Manual validation and reduced productivity

Current payroll processes are delivered at high levels of payroll accuracy (>99.5%). But this is achieved with extensive efforts in checks and validations.

The process involves various H2R teams consolidating data from internal and external stakeholders. Then, manual calculations based on local guidelines are applied and the results are shared with the payroll team. Once the payroll team receives the spreadsheets, about 40% of their effort is spent in validating, and converting these 10,000 to 12,000 data points per pay-cycle for Siemens India alone. In addition, 35% of the time is spent in validating outputs and variance checks.

Not only is this process highly manual, time consuming and difficult – it also increases the probability of errors. To ensure accuracy, the team ends up doing multiple rounds of validations on the final pay outputs. In this situation, H2R India saw a clear need for action to further perfect the payroll process.

A scalable, automated solution

To exact their payroll operations, the team has initiated a project to automate the handling of payroll inputs and validations. Leveraging the expertise of two Siemens technical teams, a solution is currently being designed to automate calculations, drive workflows, improve data visibility, and build systemic validations based on trends. In addition, validations for payroll registers are being implemented in the digital tool along with strong system integrations, making sure we always remain compliant with legal and tax requirements.

A total game changer, this solution will enable the teams to focus on allied topics related to compliance while providing them with insights and inputs for better decision-making.

"Having the technical teams' input made sure our validation solutions were optimal, contributing towards a more accurate, simplified, and efficient system of processing financial data," said Surabhi Mishra, head of H2R India.

The benefits of extreme automation

With an automated system in place like the one being developed, incorrect data interpretation and human errors in calculation and processing can be almost entirely avoided. Importantly, a systemic exchange of information also provides far better data security, making sure personal data isn't breached.

For the teams processing requests, automatic processing will save a considerable amount of time, all while accelerating payroll cycles. While the tool ensures higher accuracy consistently, payroll teams will be able to focus on more strategic initiatives.

Finally, by constantly being updated when tax laws or labor regulations change, the automated payroll system will minimize the risk of compliance threats and fines. The bottom line: automation of the upstream and downstream processes of payroll can boost efficiency and productivity while reducing operating costs and security risks — a win-win for employees and stakeholders alike.

Preventing **fraud** with reliable process controls

Safeguarding a bustling global organization like Siemens from fraud is no easy feat. With the current situation and increasing fraud attempts and cyber-attacks around the globe, the Master Data team from GBS India took it upon itself to implement and oversee robust protocols to secure the bank account change process for business partners. Now, they're on a mission to guide the global MD community with their new practices, while significantly cutting financial risk.

Problem
The bank account change process for business partners was decentralized and lacked critical security, making it a target for cyberattacks and financial fraud.

Solution
A structured, streamlined approach can help achieve precision in building strong controls and preventing fraud attempts.

Team
GBS Master Data

Testing Ground
GBS Master Data

Results So Far
The Fraud Prevention Center of Excellence was established. It host half-yearly training sessions, collaborates with Siemens Compliance and Cybersecurity teams, promotes continuous innovation and implements a systematic way of identifying fraudulent bank accounts

Scalability
The centralized team can be expanded, creating a robust and reliable system or framework.

Outsourcing bank account changes processes sounds like an easy solution. It can be more efficient, less costly, or provide a better experience to users. But without the right controls in place, it can also be highly vulnerable to cyberattacks. One way to put a stop to data breaches? Centralize activities.

An ongoing risk

To jeopardize the security of an organization, all it takes is one weak link. Making a change to bank account details may sound simple, but it also involves highly confidential information. So, the system logging those changes must have the appropriate security measures in place. Otherwise it could become an easy target. In other words, while the system to update business partners' details on the decentralized platform functioned, it needed improvement. And without a dedicated team in charge of reviewing changes and implementing controls, it wasn't a question of if security and privacy risks were going to happen, but when.

Bringing security back inhouse

To address the potential risks, the Master Data team from GBS India took on the challenge, establishing itself as the Fraud Prevention Center of Excellence (CoE). Having a team with a deep understanding of the business, and day-to-day operational activities played to their advantage. Because not only does knowledge of in-house processes speed things up, but it also helps optimize financial planning by bringing everything together under one umbrella. With the right process controls, guidelines and a structured new approach, a series of changes was made to ensure processes were both streamlined and efficient and ultimately providing greater security against fraud in the area of bank account change process for vendor and customer master data.

A team effort

Bringing the bank account change process in-house wasn't a one-and-done. One of the most important tasks spearheaded by the CoE has been organizing half-yearly training sessions on cybersecurity and controls for MD users across the Delivery centers. Cyber awareness training helps empower teams to stay vigilant and avert cyber threats. Here, continuous training is essential to keep up with the evolving threat landscape and establish a mindset of cyber-consciousness. After all, a principle taught today might already be obsolete within a couple of months.

Another key change: close collaboration with Siemens Compliance and Cybersecurity teams. Understanding the methods used to detect, classify, and escalate attacks is essential to managing risk and making informed decisions. Working together prevents information from being siloed and leaves less room for mistakes. Cybersecurity is a collaborative effort, after all.

Finally, innovative ideas, tools, and processes to improve the in-house team's ability to identify threats were championed. By continuously refining the process, the team was able to guarantee a more comprehensive strategy. At the same time, by involving stakeholders and the MD community early on when potential fraud attempts occur, a new standard was set for communication and teamwork. This also helped mold an aligned security approach, with faster responses, and proactive threat detection.

Where resilience meets precision

By establishing the Center of Excellence, the team tackled an ongoing problem by creating an agile, future-proof framework. In other words: it built a protective shield around the organization. Responding quickly requires context and analysis of in-house processes. It also requires collaboration and a culture of information-sharing, helping teams learn from each other's techniques and best practices.

By covering all these bases, the CoE has not only managed to successfully prevent fraud attempts but has also helped customers reduce the risk of financial loss. After all, when business partners are targeted, they need a reliable ally to defend themselves.

Continuously looking to improve workflows for its clients across its many business services, GBS excels at taking the complexity out of financial processes. This centralized approach ensures not only enhanced security but also enhanced compliance and awareness, and a more resilient process for the global Master Data community overall.

Transforming knowledge management
with AI and machine learning

Problem
Knowledge is tied up in different documents and databases, making it difficult to derive correlations and insights to drive innovation.

Solution
An AI-powered knowledge base that offers structured, easy-to-find data and automatic categorizations with multilingual capabilities.
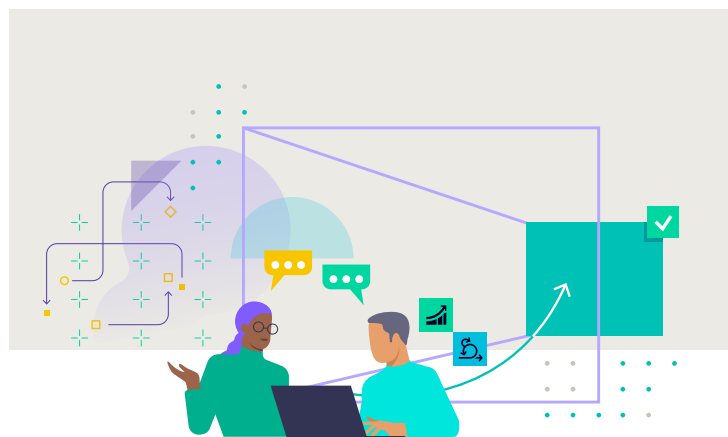
Team
Siemens GBS India

Testing Ground
Siemens GBS India

Results So Far
While still work in progress, integrating AI in knowledge management will benefit the organization from faster decision making, improved accuracy, to personalized results.

Knowledge is one of the most powerful assets an organization can have – but its true potential is unlocked when it's shared and documented. In a collaboration between various GBS India teams, an innovative solution is currently being developed to capture and exchange knowledge in a dynamic, interactive way, bringing teams closer together and fostering seamless knowledge transfer.

In every organization, sharing information is key. But in large teams, valuable insights can sometimes get buried within departments or lost because of attrition. By harnessing AI and automation, GBS colleagues are transforming the way knowledge flows in the organization, replacing current methods with a connected, collaborative ecosystem where time is saved, and collaboration accelerates.

An outdated approach

Every day, employees spend time searching for information. Instead of it being easily accessible and contextually relevant, it's tied up in instruction manuals, standard operating procedures (SOPs) or FAQs. While digitalization has turned projects like Digital Assistant and integrated SOPs into a single tool, the application and consumption of this knowledge are still time-consuming and often unsatisfying. Traditional ways of searching for and documenting information simply need to be optimized.

The result of conventional knowledge management is information silos. Stocked with outdated and fragmented data, these silos can impact service delivery. Instead of leveraging collective expertise, important information might be missed. One team is working to solve an issue that another had solved months ago. This is only worsened when colleagues leave. In turn, new team members struggle to find accurate and current information. All in all, it's a situation that cries out to be changed.

Transforming how we access knowledge

Coming together as one, the GBS India team decided it was time for an upgrade. Their goal: to change how knowledge is captured, updated, tracked, and utilized. Working in three tracks and tapping into the power of AI and ML tools, their pilot project is steering knowledge management in a whole new direction.

Together with a third-party vendor, the first track sees the adoption of an AI/ML-based tool to capture knowledge using voice, video, or text. Besides being

more fluid and intuitive for users, this way of searching can also lead to new insights and transform how we interact with our work. Furthermore, its multilingual capability makes sure critical information isn't lost in translation.

On the second track, existing SOPs are being digitalized using AI and ML to help users obtain responses in a more user-friendly way. Instead of wasting time scrolling and reading drab, the combination of AI and SOPs helps streamline processes, presenting data faster and in more easily digestible formats.

The final track of the transformation will see the consolidation of all SOPs into one global tool: ServiceNow. By leveraging existing investments and maximizing the tool's capabilities, operations will become centralized, and workflows aligned.

How AI empowers collaboration

Knowledge has a dynamic nature. By integrating AI and ML tools into workflows, the GBS India team aims to help the organization tap into its vast knowledge database and find what's relevant to it. Having access to the latest information also supports informed decision-making and closer collaboration. At the same time, the machine learning algorithm will learn from users' inputs to improve its outputs over time.

While new employees gain quick, accurate, and personalized insights, everyone benefits from less redundant work while ultimately being able to support customers even better.

Delivering premium **after-sales service**

For over 15 years, a dedicated and growing team of 250 professionals* at GBS India has been continuously improving after-sales support for Siemens businesses around the world. By improving service standards, an end-to-end process has been created characterized by efficiency, transparency, and extremely high customer satisfaction.

Optimization

Siemens businesses' tapping into the opportunity of a centralized customer service ecosystem and providing reliable, streamlined after-sales support.

Solution

Outsourcing handling of after-sales service requests from customers to GBS, achieving synergy and outstanding customer satisfaction through a single integrated service desk in India.

Team

GBS O2C India

Results So Far

A longstanding partnership and smooth after-sales experience with over 8,000 hours automated, 100% call analysis, and an over 95% on-time ticket closure rate. A guaranteed call back within 60 minutes after contacting the service team and on average less than 180 seconds for call handling time. User Satisfaction Index at a consistently high level of 10 out of 10 for 10 quarters in a row.

Building longstanding customer relationships and a service mindset is at the heart of Siemens's success. That's because communication doesn't end after a product or service is purchased – in many ways, that's when we begin to show up. However, crafting a strong after-sales service that generates substantial value requires a carefully curated approach.

An after-sales set up in need of optimization

Previously, Siemens businesses like Digital Industries, Smart Infrastructure, and Healthineers covered after-sales services on their own, with all customer complaints handled inhouse. But without an integrated approach that covered benefits like 24/7 customer support, detailed call logging, or performance measuring, their after-sales process faced challenges in business continuity and coverage.

Without a streamlined customer experience in place, clients' needs weren't being tracked properly, spare parts management was delayed, and incidents were not being systematically documented. The ecosystem of authorized service and repair centers also required more attention in order to build trusted relationships as the basis for smooth customer service.

An integrated support system

The solution to the fragmented after-sales experience? An integrated service desk that promotes automation and productivity. Accommodated by GBS India, the Siemens businesses were able to outsource their requests without feeling like they were losing sight of their customer base.

On the contrary: the Siemens GBS India team's detail-oriented and transparent nature allows customers to rely on immediate assistance. Covering approximately 200,000 end-clients and 100 partners, GBS India is skilled at handling growing volumes of requests. The team's digitalization efforts have led to over 8,000 hours of automation including 100% call analysis, a call-back time below an hour, and an over 95% on-time ticket closure rate.

From call receiving and call validation to technical support, and service delivery, every step is carefully thought out. Finally, a loyalty check makes sure customer queries have been solved and tracked in a thorough report. Additional efforts include a chatbot for technical support, the integration of customer tools**, and I-base Management (operations and maintenance) for an improved knowledge base. And, in case, no ticketing system is implemented on the customer side, GBS can solve this problem as well.

Combining transactional services and value-add services, GBS offers a 360-degree after sales support system that Siemens businesses can rely on, helping them generate value while staying on top of their customers' needs.

A natural extension

By continuously optimizing its process and first advancements in AI-based voice assistant, GBS has set the benchmark for long-term customer service success. As a dedicated shared service provider, the GBS India team has developed a close connection with Siemens businesses and authorized service centers, fostering a sense of unity and shared mission. This seamless collaboration not only enhances efficiency but also builds trust on customer side, saves time, and ensures that every challenge is met with agility and expertise.

Ultimately, for Siemens end-customers, having a single point of contact and reliable 24/7 support are game changers. But what more can after-sales service provide to Siemens businesses? Consider the opportunities for cross-selling and upselling, as well as the potential for PLM and R&D teams to tap into insights from product breakdowns. The GBS after-sales service is the link.

GBS has been a great collaborative partner [...], providing the first connect with end-customers and facilitating the quick period: turnaround. GBS also helps in digitalizing and streamlining our internal processes."

Bireswar Roy
Head of DI CS IN

95% of the SHS CS IN process is handled by GBS. GBS acts as a trusted partner and brings the required competency on board"

Venkatnarayanan K.
Head of SHS CS IN

Embracing continuous growth with **Learning League**

**Number of hours
learned in total
during this initiative:**

21,877 hours*

**Unique participation
during this initiative:**

2,419 people

**Our average learning hours
(digital) increased by**

8.33%

*Thereof total digital learning hours during
this event: 20,164

In Siemens GBS' bustling Asia Pacific hub, the leadership team was facing a challenge: how to keep employees constantly evolving in a rapidly changing world. To support their team's continuous growth and to offer an inspiring environment, a comprehensive range of learning opportunities was launched.
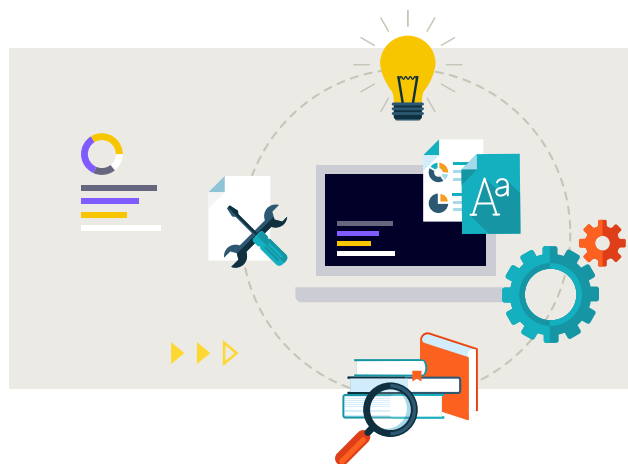
At Siemens GBS Asia Pacific, professional growth and organizational excellence go hand in hand. That's why keeping employees motivated and promoting a culture of learning is paramount. Because continuous learning not only increases employee engagement, productivity, and satisfaction, it also helps employees adapt and thrive in an every-changing tech landscape.

A lifelong approach to learning
At the Asia Pacific Hub, the mission became clear: to create a stimulating and supportive environment that encourages employees to continuously improve and expand their skillsets. This would not only empower individual colleagues, enhancing their personal and professional growth, but also drive the organization's success through improved performance, innovation, and a thriving learning culture.

Upskilling, but make it social
To foster an environment where employees are encouraged to upskill and share their knowledge, a dynamic and comprehensive range of learning opportunities was introduced as part of the ASP Learning League. These included external simulation workshops that mimicked real-world challenges, informal coffee chats to spark cross-functional collaboration, and internal sessions designed for accelerated learning.

Every week, a leaderboard showcased the latest top learners, fostering healthy competition and driving engagement within the team. Quickly, the Learning League became a hot conversation topic, bringing the hub together like never before.

Preparing the organization for future growth
In a rapidly changing market, staying adaptable is key. By equipping employees with a range of skills and supporting their professional growth, Siemens GBS ASP has managed to remain agile by fostering a mindset of curiosity.

Moreover, while continuous learning prepares employees for e.g. future leadership roles and increases their satisfaction and loyalty toward the company, it isn't just about professional development — it's a key driver of employee well-being and motivation. Because when people feel supported in their growth, they're more engaged, more productive, and more likely to contribute meaningfully to the company's long-term vision. Besides some healthy competition contributes to motivation, too.

The ASP Learning League is a prime example of how informal social workshops can offer tangible benefits. By encouraging employees to share insights and learn from one another, we can identify skill gaps and create an environment where knowledge flows freely, sparking innovation, problem-solving, and opening our minds to new ways of thinking.