

“Find yourself a sourcing advisor like EquaTerra...especially if you are [new] to the HRO game. I’m certain that EquaTerra has added millions in value for the next seven years under the pact.”

– Reg Bull, SVP Global HR Transformation, Unilever

EquaTerra Services

EquaTerra offers services throughout the service delivery transformation process. As the graphic below illustrates, we have a full range of services within: Solution Strategy, Design and Development, Implementation, Benefits Realization and Governance.



Learn More

We invite you to learn more about EquaTerra by contacting:

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About EquaTerra

EquaTerra sourcing advisors help clients achieve sustainable value in their IT and business processes. Our advisors average more than 20 years of industry experience and have supported over 2000 transformation and outsourcing projects across more than 60 countries. Supporting clients throughout the Americas, Europe, and Asia Pacific, we have deep functional knowledge in Finance and Accounting, HR, IT, Procurement and other critical business processes. EquaTerra helps clients achieve significant cost savings and process improvement with internal transformation, shared services and outsourcing solutions.

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Improve »
business processes.

Reduce »
operating costs.

Achieve »
world-class performance.



We help you
strike the right balance.

Are you looking to improve your business processes while reducing costs? Do you want immediate, tangible results – a more efficient back office, lower administrative expenses, enhanced service delivery? Achieving these objectives is possible with advice from EquaTerra.

EquaTerra advisors
deliver proven results.

EQUATERRA

Get to what matters.

Why a Sourcing Advisor

Having an experienced advisor on your side – one who has guided dozens of business process transformations – is invaluable. An EquaTerra advisor can help you navigate the entire transformation journey. We provide truly objective and independent counsel based on our extensive experience and expertise. We simplify the complex and bring certainty to the unfamiliar...so you can focus on what matters in your business.

EquaTerra's expert IT and business process advisory services help clients achieve sustainable value in their internal support functions. We provide support across the process improvement lifecycle from data review and analysis, assessment and strategy development, and implementation through ongoing performance improvement and governance in: Human Resources, Information Technology, Finance & Accounting, Supply Chain Management and other critical business processes.

No matter where you are in the process-improvement lifecycle, EquaTerra helps you design the right solution to optimize business and IT processes.

The EquaTerra Difference

EquaTerra is known for its collaborative approach and culture. We recognize that our clients have complex business transformation requirements, which is why we have a flexible methodology and a solution orientation that enables us to focus on the unique needs of our clients, never looking for a one-size-fits-all solution. We simplify the complicated, helping you focus only on what is most critical to your business.

Our expertise helps clients evaluate business transformation solutions.

We have designed sourcing solutions within nearly every industry, often involving the transformation of multiple business processes across multiple locations. No matter how complex the operation, EquaTerra advisors evaluate and implement the ideal solution that delivers continuous value and improvement.

We offer technology-enabled best practice solutions.

EquaTerra is the only advisor that has taken outsourcing governance best practices and embedded them into a technology, bringing the power of information and collaboration to governance teams in an accessible and easy-to-use solution.

We have vast global market knowledge.

We have worked on more than 1,500 business transformation, outsourcing and governance project engagements and have on-the-ground presence across Europe and Asia-Pacific. We provide insight based on our experience working within Tier 1, 2 and 3 locations from an offshore and nearshore delivery perspective.

EquaTerra delivers clear value to clients with:

» Speed

We help clients make timely and effective decisions, achieving a 50–70 percent faster solution implementation in most cases.

» Cost Savings

Our services typically increase client savings 6-10 percent; for those who choose to outsource, this is in addition to outsourcing's 15-25 percent.

» Return on Investment

The return on our services is often 20 times our clients' initial investment.

We helped PSEG identify annual savings opportunities of \$50 million, or roughly 12.5 percent of the in-scope process areas. EquaTerra conducted a strategic assessment of processes, functions, operations and costs across multiple business processes, including finance and accounting, information technology, human resources and supply chain management. Improvement opportunities included centralizing business partner groups, improving how work is processed, refining of the pricing/charging approach, expansion of the transaction center, and moving the transaction center to a lower cost location.

The EquaTerra Experience »

“Without EquaTerra, we would not likely have successfully signed an agreement. Their assistance was invaluable in creating a solid contract with a very good provider in a timeframe that met all our goals.”

– Williams Company

Business Process Expertise

With today's economic pressures, we encourage you to look across your organization's administrative functions for potential overhead optimization. This could involve identifying and bundling several of the business functions outlined below for review and assessment, which typically results in a greater overall savings.

Whether you are looking to transform the service delivery of one or multiple business functions, our advisors have the experience to help you get to what matters.

Human Resources – A recognized thought leader in human resources transformation and outsourcing, EquaTerra's HR advisors have unmatched experience – having worked on dozens of HR transformation engagements and more than half of all the global multi-process HR outsourcing projects.

Finance & Accounting – EquaTerra is an industry pioneer in finance and accounting outsourcing and shared services. We help clients balance their transformation needs with today's increased financial regulations and have advised on more than half of the finance and accounting outsourcing deals in existence.

Information Technology – We work with you to choose the best IT service delivery option for your organization, which could include a combination of outsourcing, blended sourcing, insourcing and internal transformation. EquaTerra advisors have completed more than 200 IT engagements for the world's leading corporations, with client cost reductions typically ranging from 20–40 percent.

Supply Chain Management – Using the most rigorous, tested methodology in the industry, EquaTerra has helped leading companies worldwide transform and/or outsource this function and achieve an average cost savings of 20 percent. Our experts have advised on more than \$50 billion in total procurement and supply chain spending.

Public Sector – Our advisors average more than 20 years of service delivery model strategy, design and implementation in the public sector. We understand and appreciate the different environments in which governments and non-for-profits operate and have a dedicated practice to meet the unique needs of these organizations.

Other Critical Business Processes – We are business-process sourcing specialists, with expertise reaching many areas, such as customer relationship management, facilities management, fleet services, marketing and other functions.

Services to Suit Your Needs

Regardless of whether you require internal transformation or help from external service providers, we tailor our services to provide as much or as little support as your team needs. We have three approaches to our methodology, including a full-service, mid-range and light approach – each providing the appropriate level of service based on your need. The lighter approaches require client teams to accept added responsibility to reach a solution, and provide flexibility to map EquaTerra experts to your budget. Regardless of the approach, EquaTerra advisors help clients achieve a near-term ROI.

