



SHARED SERVICES · TURNKEY PROJECT MANAGEMENT

Stand up shared services that deliver from day one

A turnkey, hands-on approach to designing, building and scaling multi-functional shared services in low-cost locations, led by operators who have done it themselves.



People Ops



Accounting



IT Support



Procurement



Data Analytics

A premier Human Capital advisory firm

The Bridge · The Gemini

Headquartered in the UAE, serving the GCC, MENA and global markets. We partner with Boards and C-Suite executives to design transformations that are strategically rigorous, commercially impactful and deeply human.

The Bridge connects where you are today with your future potential.

The Gemini the twin forces of Strategy & People, Advisory & Execution.

Connecting People. Powering Transformation.

WHAT WE DO · SIX CORE SERVICES



CPP & CPP PRO Certification

HRCI-accredited journeys building future-ready, strategic HR capability at scale.



WorkShield Governance & Risk

Audit and certification across HR governance, ESG and ethical labour practices.



Shared Services Transformation

End-to-end multi-function shared services, design through optimisation.

THIS DECK



Leadership Advisory & Search

Talent-to-value leadership alignment and discreet executive search.



M&A & Restructuring

People-led due diligence, Day 1 readiness and post-merger integration.



Workforce Nationalization (GCC)

Sustainable localization strategies turned into competitive advantage.

► This deck focuses on our **Shared Services Transformation** offering.

Shared services promise savings. Many never collect them.



THE PRIZE

Why companies build shared services

50%

average cost reduction for services consolidated into a shared model (up to 70%).

55%

of organisations with a global GBS leader achieve over 20% savings.

3+ fns

multi-functional centres are now the most prevalent model.



THE REALITY

Value erodes when set-up is rushed

- Workloads are forecast to rise 15% in 2026, outpacing staffing (10%) and budget (7%), the widest productivity gap in years.
- Consolidating without standardising first delivers only marginal benefit, scale economies never materialise.
- Service levels deteriorate when SLAs, tower accountability and governance aren't built in from the start.
- One failed finance centre cost a single multinational over €27M in lost efficiency.

Operators, not theorists, we learned it the hard way

Our consultants are hands-on HR and operations professionals who have personally led the full set-up and run of multi-functional shared services. We bring the playbooks, the scar tissue and the turnkey project management to get it right the first time.



Practitioner-led

Led by people who have built and operated SSCs, not advisors who have only studied them.



Turnkey accountability

End-to-end project management from business case to steady-state, with single-point ownership.



Low-cost-location fluency

Hands-on experience setting up entities, talent and operations in offshore and nearshore hubs.



Built to improve

We embed continuous improvement and a digital roadmap so value compounds, not erodes.

A turnkey path from idea to a service that improves itself

01



PHASE 01

Discover & Design

Confirm scope, location and transfer model; build the business case, ROI and risk, with approvals locked.



02



PHASE 02

Build & Implement

Stand up entities, structure, talent, systems and operations against a detailed, project-managed plan.



03



PHASE 03

Stabilise & Monitor

Run a 90-day hyper-care: customer insight, tower issues surfaced early and resolved fast.



04



PHASE 04

Enhance & Scale

Lean Six Sigma improvement plus an AI / digital roadmap to take the service to the next level.

Get the foundations right before a single role moves



Discover & envision

Map the current state, define the future-state operating model and lock a crystal-clear scope.



Location & transfer model

Align on the right low-cost location and the transfer approach: lift-and-shift, lift-transform-shift, build-operate-transfer, or phased migration.



Business case & approvals

Quantify investment, ROI and risk; secure the governance approvals needed to proceed with confidence.

TRANSFER MODELS WE USE

Lift & shift

Move processes as-is, then optimise once stable.

Lift, transform & shift

Re-engineer before moving, fewer bad habits travel.

Build-operate-transfer

We build and run it, then hand you the keys.

Phased migration

Wave-by-wave by function or geography to de-risk.

We project-manage every moving part of the stand-up



Legal & entity set-up

Establish legal entities and in-country accounting in the chosen location.



Organisation & towers

Design the SS structure with clear tower accountability, roles and KPIs.



Talent: hire & upskill

Recruit skilled SS talent or upskill existing teams to the target capability.



Digitalisation roadmap

Drive the automation agenda with IT and external vendors, ERP, workflow, RPA.



Process & documentation

Standardise processes, SOPs and SLAs; embed continuous improvement from day one.



Operational go-live

Start up operations with readiness gates, parallel runs and a clean cut-over.

We stay until it runs, then make it better



PHASE 3 · MONITOR

90-day hyper-care

- Monitor operations intensively for the first three months post-launch.
- Gather customer insight and internal SS challenges with each tower lead.
- Surface issues early and resolve them with tower leads and management.
- Protect service levels through the most fragile period of the journey.



PHASE 4 · ENHANCE

Take the service to the next level

- Assess live operations across process, systems and people.
- Apply Lean Six Sigma to eliminate waste and variation.
- Recommend targeted enhancements with clear business cases.
- Lay an AI / digitalisation roadmap to compound value over time.

Five operations towers our consultants have run themselves



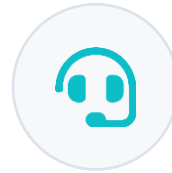
People Operations

Hire-to-retire transactions, employee services, payroll support and HR case management.



Accounting Operations

Procure-to-pay, order-to-cash, record-to-report and in-country accounting.



IT Back Office

Service desk, application and infrastructure support, and user self-service.



Procurement Back Office

Sourcing support, supplier management, PO processing and spend operations.



Data Analytics Reporting

Reporting, dashboards, master-data management and decision-support analytics.



LET'S BUILD IT RIGHT

Shared services that deliver value from day one, and more every year

From business case to a self-improving operation, Bridge Gemini owns the journey with you, a turnkey partner who has done this before.

You can reach us on info@bridgegemini.com, or visit our website www.bridgegemini.com



Discovery workshop



Business-case build



Full turnkey delivery