



Experts as a Service

(EaaS)



antal

THE VALUE OF
SPECIALIZED TALENTS

Turn your business processes into value - without hiring giant consulting teams

Experts as a Service (EaaS)
powered by herdzik.pro and Antal



The GBS Challenge

Running a GBS takes time and expertise you don't always have.
Proving value is a struggle.

Why?



Lack of time
and expertise

You're busy keeping things running—fixing processes feels impossible.

Your team knows the company, but lacks the expertise to improve fast.



No clear benchmarks
—where do you stand?

You don't know how your costs or speed compare to others.

It's hard to tell if you're behind or ahead without a clear comparison.



Metrics stuck on processes,
not value

Your metrics show costs, quality or volumes, and not how you help the business.

Tracking expenses, productivity and speed doesn't show the real worth of your work.




Hard to sell
improvements to the C-suite

The C-suite wants proof of value, but it's hard to explain.

Suggestions get ignored without a solid case they understand

The Consulting Trap

Giant Firms Send an Army—And Leave Little Behind

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| 1 | Expensive: High fees for a crowd of consultants |
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| 2 | Disruptive: Your team spends more time briefing them than fixing anything |
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| 3 | No Quick Answers: You still don't know how you compare until months later |
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| 4 | Bottom Line: Money goes to hours worked, not problems solved |
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Our Solution—Expert as a Service

One or Two Experts, Working With Your Team



Cost - effective

Pay for expertise, not overhead.



Agile

Start quickly with 1 or Two experts,
scale as needed.



Sustainable

Build internal capability for lasting
impact and stays with you.



Measurable

We help you to turn your processes
into value.

Our Business Model — Expert Help, Your Way

Simple, Flexible Support That Delivers Value



Subscribe for 1-2 days
per week or more



Agree scope of work
and way of working



You book the time you
need each month



We work together
on your priorities

What's Different:

No Disruption: Fits into your day—no work stoppage.

Skills Stay: Your team learns to keep fixes going.

Fast Clarity: Quick benchmarks and value metrics, not endless studies.

C-Suite Ready: Practical wins you can show leadership right away.

Value You Get:

Save time and fill expertise gaps with focused help.

Know where you stand with clear comparisons.

Turn process metrics into business value.

Prove your worth to the C-suite with solid results

How We Help—Turning Processes Into Value

We work with what you've got - with your team

Fast results with what you have

1. Look at your process maps with you, cut slow steps.
2. We use your tools to speed up daily tasks together.

Numbers that show your value, not just costs.

1. Review your numbers with you to show business impact.
2. Build simple dashboards with you that prove worth

A clear picture of your performance, no delays.

1. Check your KPIs with you, compare to industry norms.
2. Review your metrics with you, match them to peers.

Confidence to get C-suite support.

1. Plan clear improvements with you for easy wins.
2. Prep short explanations with you for C-suite talks.

How Do we Solve Your Challenges

For Finance, HR, Customer Service, Procurement, Data Management, Technology & Beyond

Your Challenge	You Have...	We Do...	You Get...
Lack of time and expertise	Process maps	Review them for you, simplify steps with you	More time to focus
	Delays in projects	Sort them out with you, speed up	Projects back on track
	Knowledge gaps	Fill them with you, teach solutions	Team knows how
	Too many tasks/backlogs	Give you a rescue squad	Less pressure
No clear benchmarks – where do you stand?	Old habits	Update them with you, find better ways	Smoother work
	KPIs	Compare them with you to industry	Know your position
	Process output	Measure it with you against peers	See where you can save
	Data quality	Assess it with you and find weak points	Improve working with us
Metrics stuck on processes, not value	Process KPIs	Revise them with you to show impact	Value that matters
	Error counts	Change them with you to fixes	Focus on solutions
	Green SLAs and ongoing escalations	Refocus them with you on customer impact	Value that supports business, happy stakeholders
	Process cycle times	Update them with you to show outcomes	Numbers that matter
Hard to align with C-suite	Productivity/savings target challenges	Plan with you, show achievable gains	Clear wins to present
	Missing team plans/skills	Build them with you, tie to strategy	Solid case for leaders
	No clarity about SSC direction	Assess it with you vs. industry and stakeholders	Clear SSC direction aligned with your bosses

How We Helped GBS Clients

PROOF IT WORKS

Their Challenges:

- Struggled to boost customer intimacy in Customer Service (low NPS, employee engagement, attrition)
- Unsure what to measure to know if their SSC worked well (struggled to prove SSC value to stakeholders)
- Couldn't convince stakeholders to optimize Source-to-Pay (AP in SSC, rest outside)
- Needed to align SSC strategy with HQ's new direction (Business become regionalized, SSC globalized)
- Falling short on productivity goals - there was not much more to cut from customer perspective
- No savings delivered as committed – escalations from C-level
- Didn't know what, how and where to automate
- Process maps documented; struggle to improve
- Faced inconsistent processes across SSC locations costing frustration, lost productivity, escalations

How We Helped:

- Assigned one or two experts who worked 1-2 days per week with the teams
- Worked with their team on maps, KPIs, plans, challenges, solutions
- Delivered clarity, value metrics, and C-suite wins

What They Got:

- Overall cost savings (optimizations, improvements, automation, AI > 300 m USD in productivity (SSC and Business))
- Overall cash freed up though SSC > 2B USD for future investments and acquisitions
- Project Outcome: Attrition dropped from 33 to 7% within 12 months
- Project Outcome: NPS went from 33% to 78% in 10 months
- Project Outcome: Turned process KPIs into Business Outcomes - turned to increase SSC headcount by 20%
- Project Outcome: Automation projects increase beyond SSC to deliver massive savings, quality and business outcome



**People love
to work with us**



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THE VALUE OF
SPECIALIZED TALENTS

*One expert delivers more value
than 10 people team of giant
consulting team*

Group CFO form Global IT Firm

*When expert work with us, my team
become stronger and more trusted
to the business*

Global Accounting Director, Chemical company

*Expert know the how, we know
the company. Perfect match for
our success*

Head of Customer Service, Manufacturing Company

Why our EaaS Beats the Rest?

LEAN EXPERTS VS. CONSULTING ARMIES

Top expertise: Affordable support from one or two experts who blend in with your team.

Results: Fast help that keeps your work moving.

Upskill your team: Lasting solutions your team can run

Clear results to show the C-suite: we help you to turn your processes into value

TRADITIONAL CONSULTING

Long-term contracts, high fees

Junior - heavy teams

Disruptive to your operations, report - heavy

Your team sidelined

EXPERT AS A SERVICE (EaaS)

Flexible, pay-as-you-go model

Senior practitioners only

Lean, outcome-focused

Team empowered and upskilled

Thank you!

Contact



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