



World Vision
GCIT

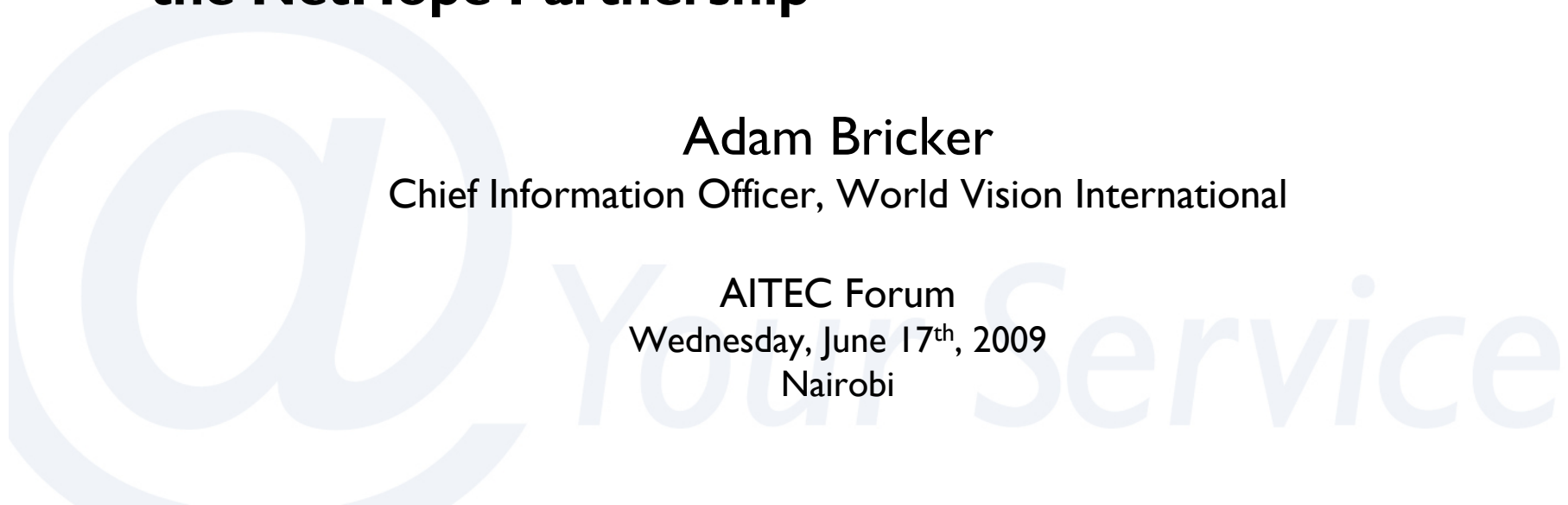


World Vision's Perspective on Shared Service Opportunities Leveraging WV's Global Presence and the NetHope Partnership

Adam Bricker

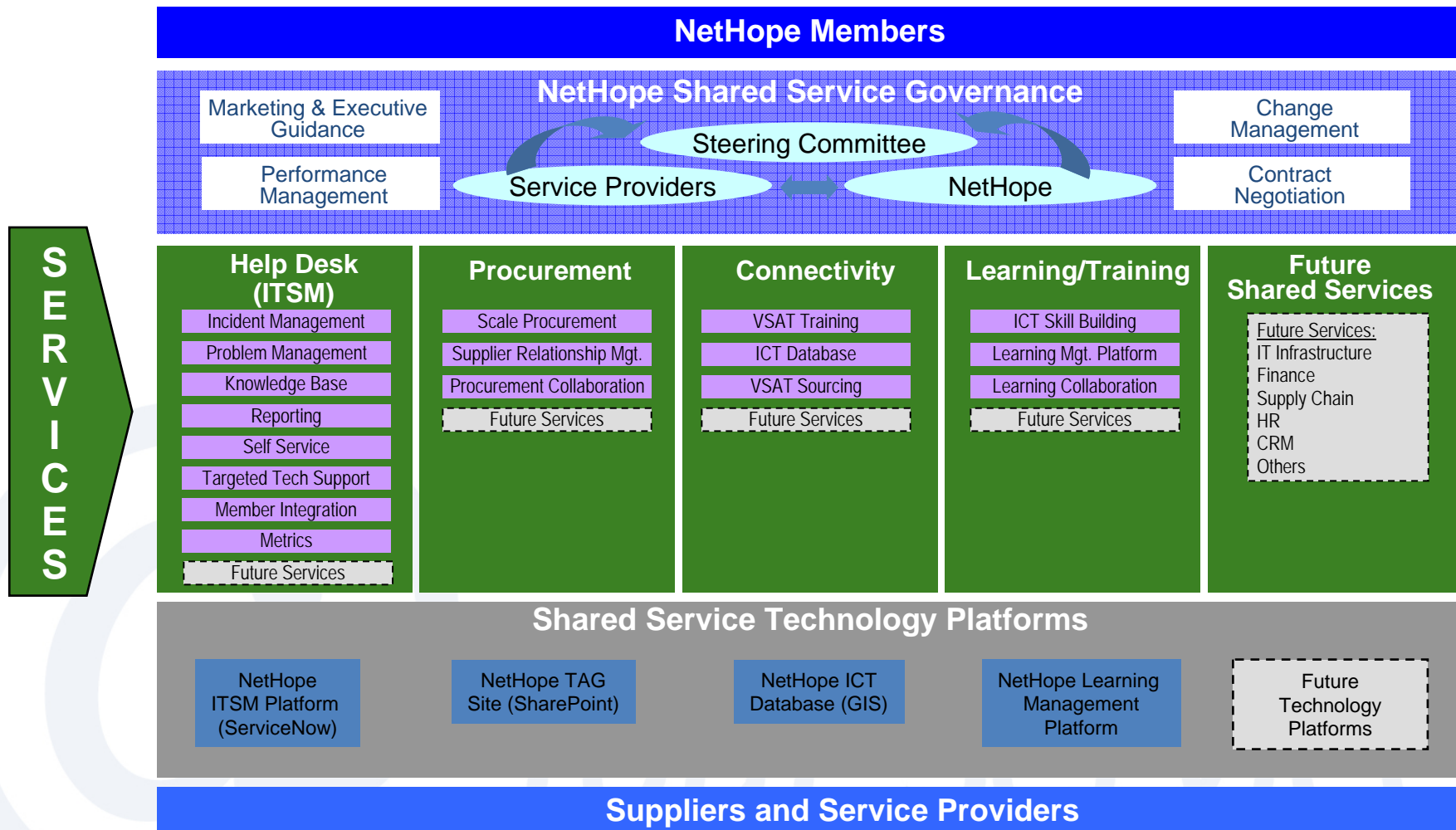
Chief Information Officer, World Vision International

AITEC Forum
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Nairobi



Common Op. & Governance Model: Driving Leverage & Adoption of Shared Services

NetHope Shared Service Operating Model



WV: Committed to Shared Services

- Began holistic assessment of shared services opportunities in 2004 as part of an enterprise-wide transformation initiative
 - Classic opportunities & foci (HR, IT, Finance, etc.)
 - Developed detailed costing and pricing models
 - Due diligence global site selections conducted
 - Sponsorship – ‘05
 - Finance – ‘07
 - Detailed Africa-specific IT SSC assessment ‘07
 - IT – ‘08
 - Latin America – ‘09
 - Africa – ‘10?

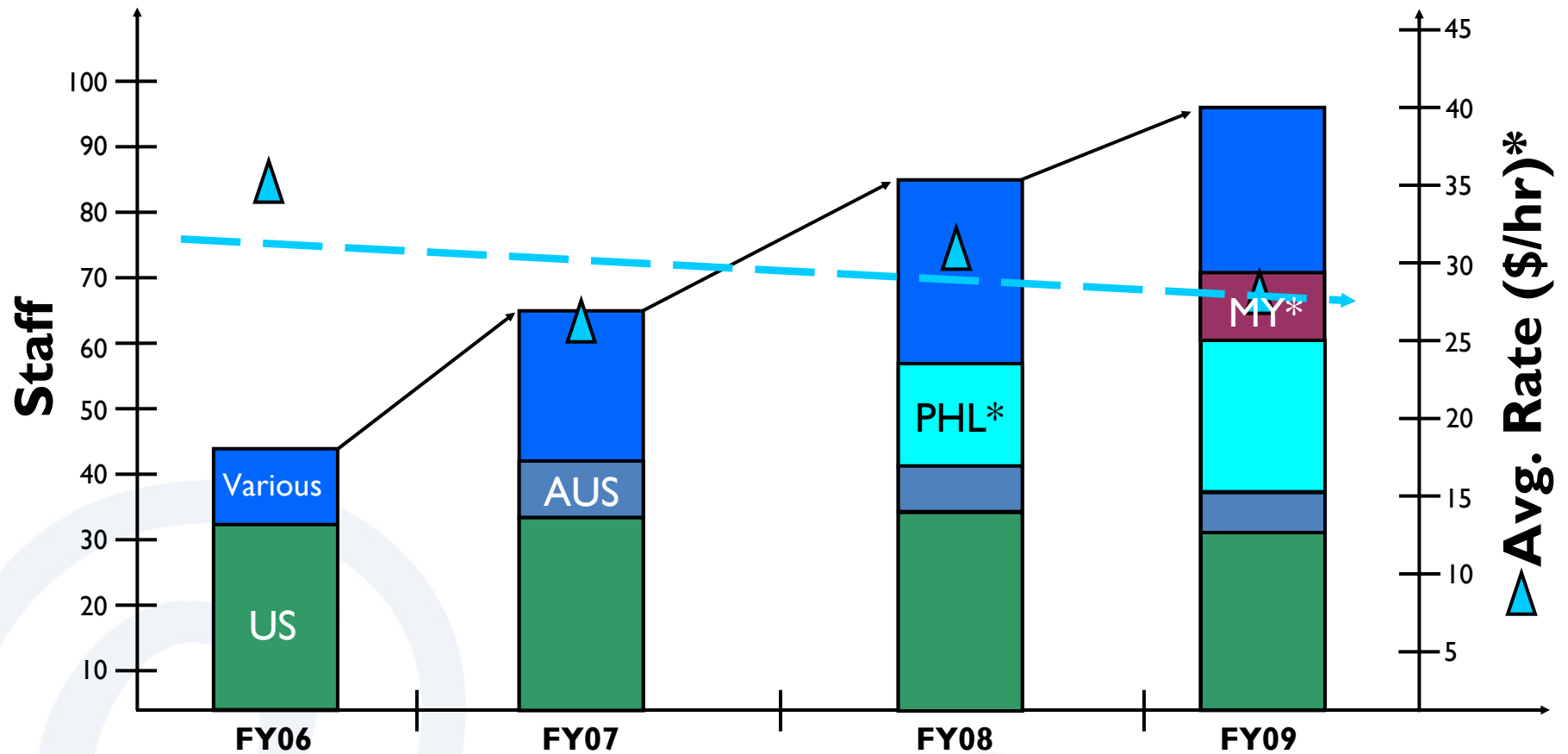
@Your Service

Over 50% of WV is Africa!

Groundwork for Africa SSC via NetHope/RF Project

| West | Country Size (km ²) | IT Staff:Trip Length (km) | East | IT Staff:Trip Length (km) |
|--|---------------------------------|---------------------------|--|---------------------------|
| • Ch | | | • Burundi NO | 2: 210 27,834 |
| • G | | | • DRC NO | 5: 240 2,344,855 |
| • G | | | | |
| • M | | | | |
| • M | | | | |
| • Ni | | | | |
| • Se | | | | |
| • Se | | | | |
| • Si | | | | |
| <p>WVI has been in Africa for 25 years</p> <p>Operates in 25 African nations with MFIs operating in 16 countries</p> <p>History of country-specific services, with minimal overall coordination.</p> <p>Pan-African shared IT service desk under consideration</p> | | | <p>Detailed Analysis</p> <p>Most common IT Problems \$80</p> <p>Customer Satisfaction \$80</p> <p>IT Budget and Breakdown \$7</p> <p>Connectivity \$7</p> <p>IT Contact Methods \$7</p> <p>Time Zones & Languages \$8</p> <p>Desktops and Laptops \$8</p> <p>Operating Systems \$7</p> <p>Applications \$7</p> <p>Networks \$9</p> <p>Servers \$9</p> <p>Other Equipment \$8</p> <p>Maintenance & Support Contracts \$5</p> <p>Security \$4</p> <p>Data \$0</p> <p>Site & Power \$0</p> | |
| | | | • Zambia NO | 5: 800 752,614 |
| | | | • Zambia MFI HQ | 3: 960 752,614 |
| | | | • Zimbabwe NO | 7: 430 390,757 |
| | | | • Zimbabwe MFI HQ | 2: 263 390,757 |
| | | | • Average | 1: 195 571,811 |

Global Risk Reduction and Labour Arbitrage Is a Beautiful Thing 😊



Building IT closer to the field to more intentionally understand field needs, leverage/build quality, and improve cost structure

*Average for new employees ~\$10US/hr for 5-10 years experience

Developing Field Services...

in Partnership with RO/Field IT Leaders

Understand Customer

Address Existing Demand

Earn the Right to Serve

**Partner With
Customer/Field Staff**

Create New Services

***Sense... and Respond
Iterative SSC Construction***

@ Your Service



We can all be carpenters...