



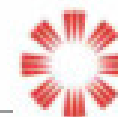
**STEE-eServ**

# Shared Services for the Charity Sector

Presented By

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Senior Vice President / General Manager  
ST Electronics (e-Services) Pte Ltd



**ST Electronics  
(e-Services)**

A company of ST Electronics



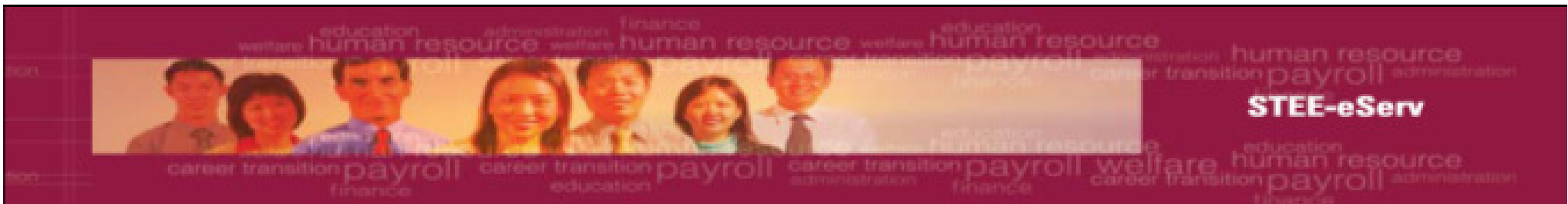
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> About Shared Services

> Trends on Shared Services / Outsourcing

> Shared Services for Charities

> STEE-eServ's Partnership with Charities



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# Shared Services – An Example

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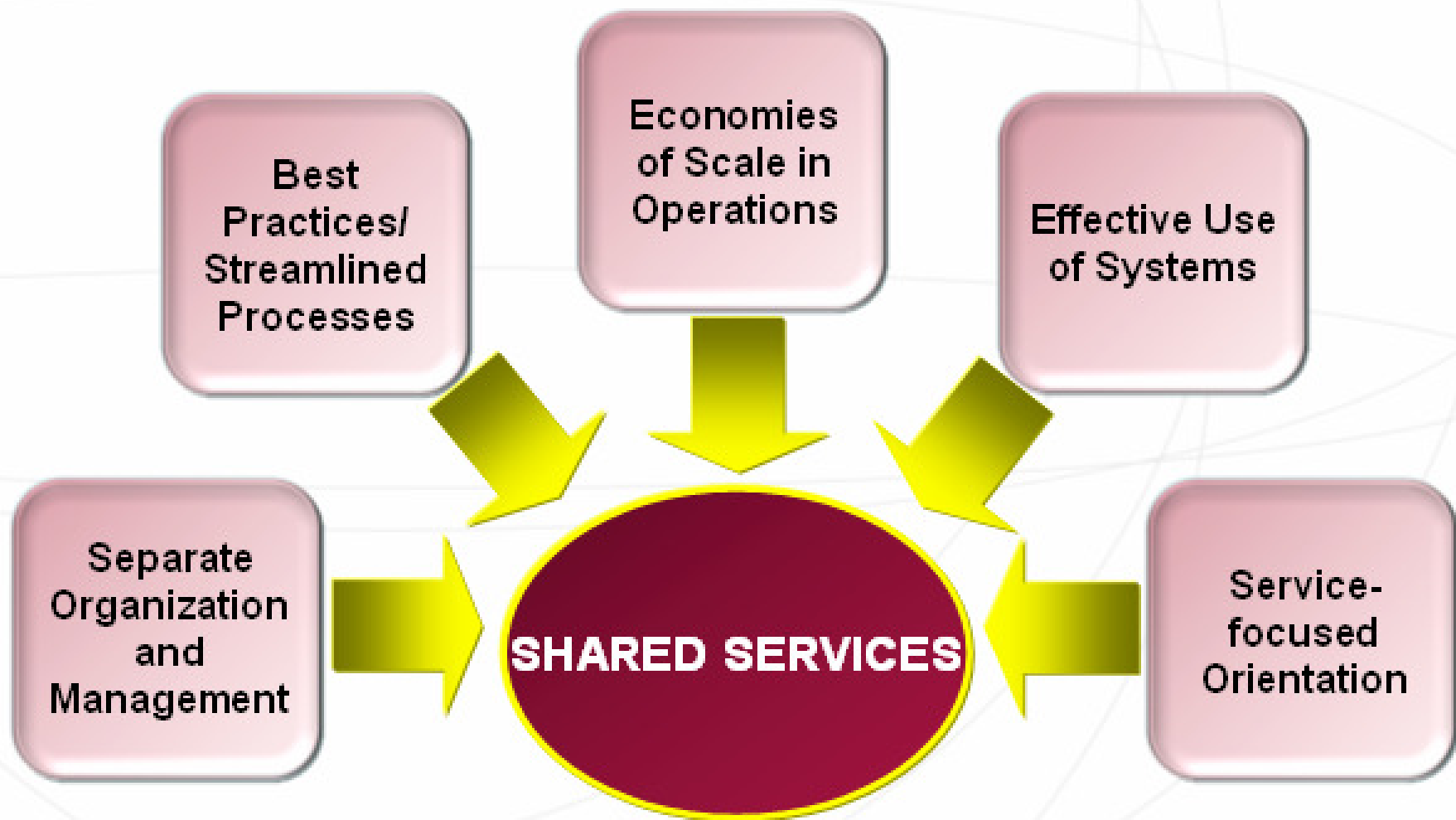


*“A good example of a project that has both saved money and improved services is MINDEF’s shared services centre... The shared services centre has transformed the way MINDEF performs **common administrative services**, and created new **value and convenience** for its customers. By bringing together the various services into a single centre, the organisation has **improved service standards**, and saved or avoided \$4 millions in costs in the first one and a half years.”*

Budget Speech 2005, 16 Feb 05

# Shared Services - Characteristics

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# Shared Services – Key Drivers

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# Models of Shared Services

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## SHARED SERVICES

### In-house

- Internal Service Provider

MINISTRY OF FINANCE  
SINGAPORE

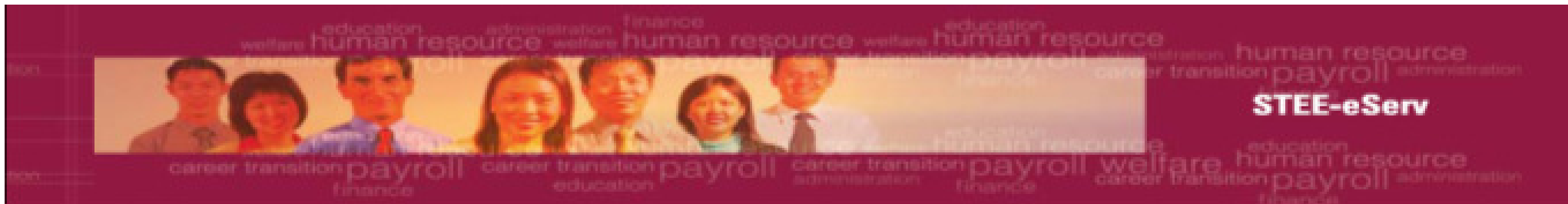
VITAL.org  
centre for shared services

### Outsource

- External Service Provider



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> **Trends on Shared Services / Outsourcing**

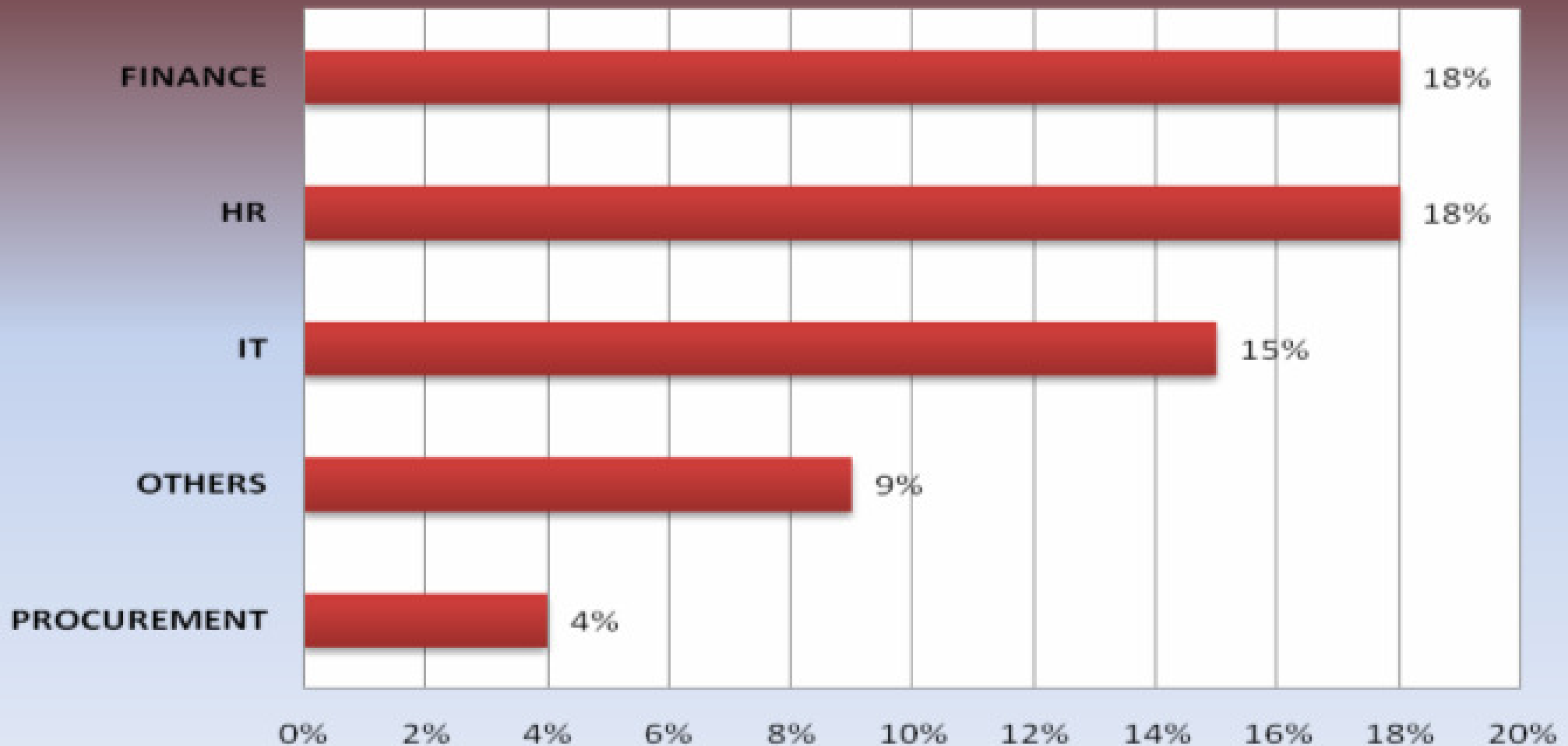
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# What do Organisations Outsource?

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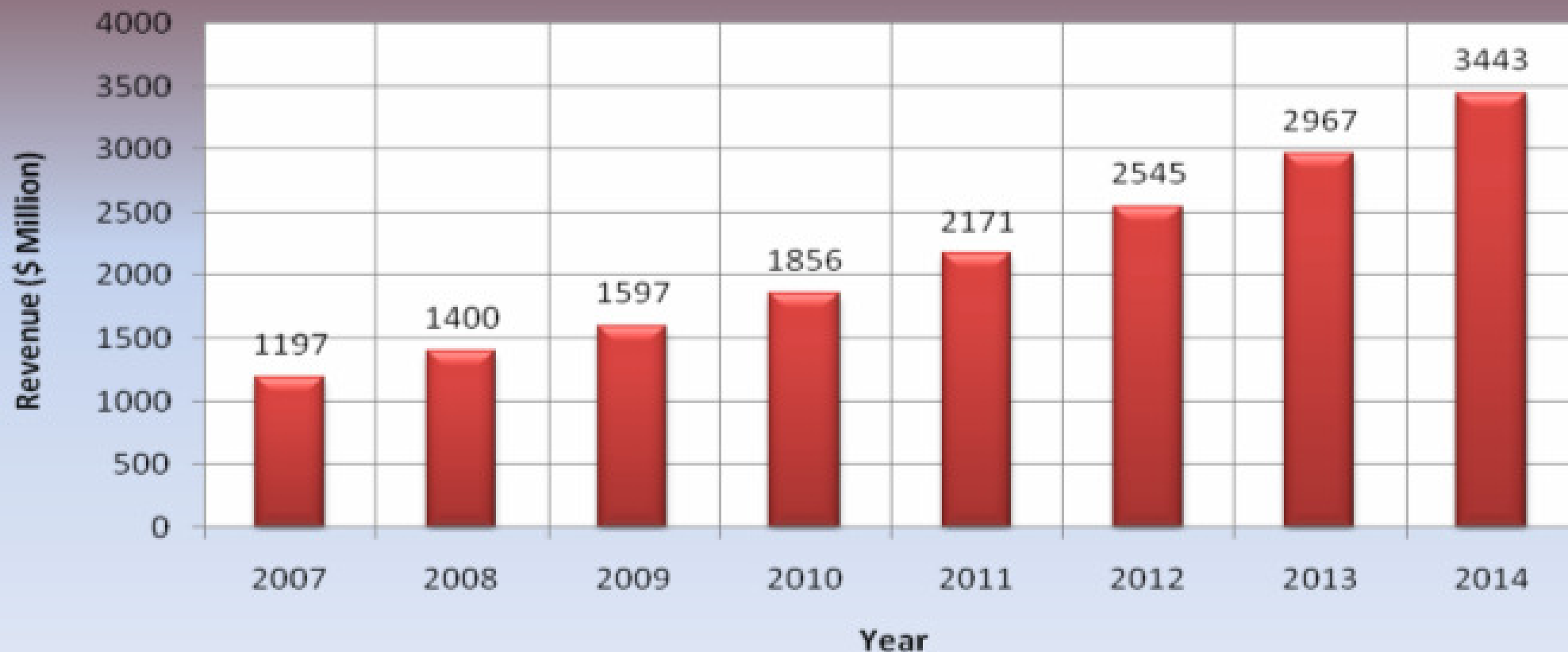
## 2007 Deloitte Survey on Shared Services



# Outsourcing Trends - Asia Pacific

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## Shared Services Market: Revenue Forecasts (Asia Pacific), 2007-2014

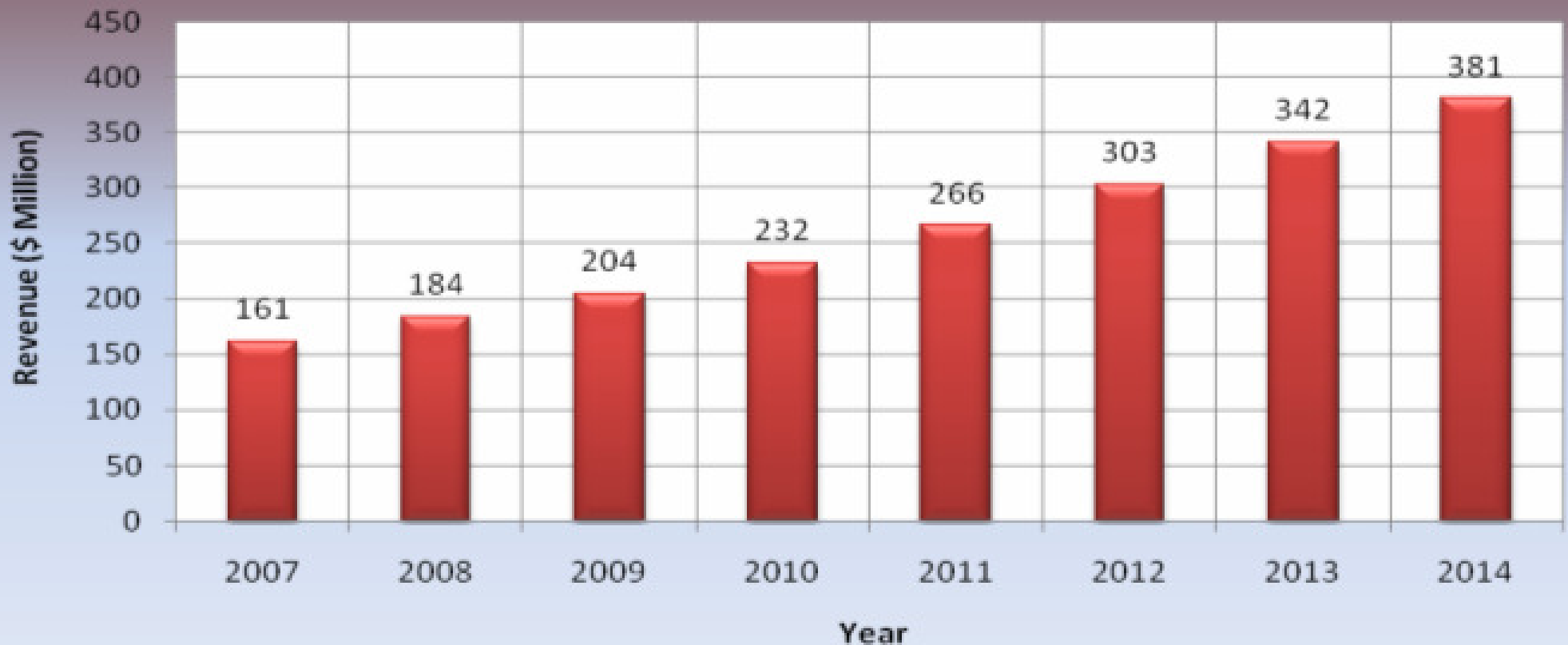


(Source: Frost & Sullivan, 2007)

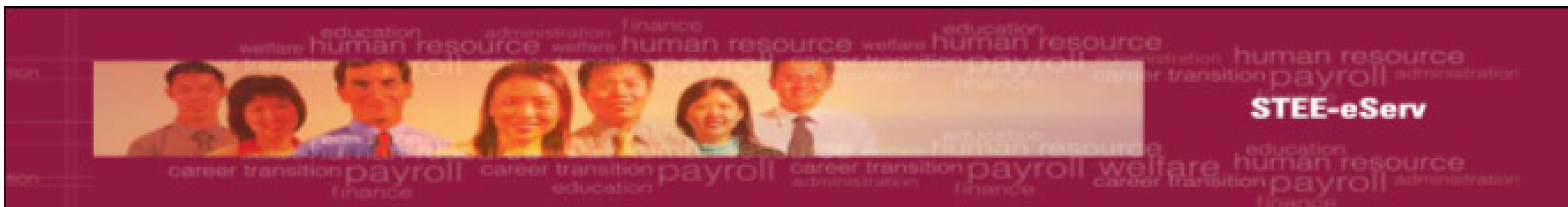
# Outsourcing Trends - Singapore

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## Shared Services Market: Revenue Forecasts (Singapore), 2007-2014



(Source: Frost & Sullivan, 2007)



> About Shared Services

> Trends on Shared Services / Outsourcing

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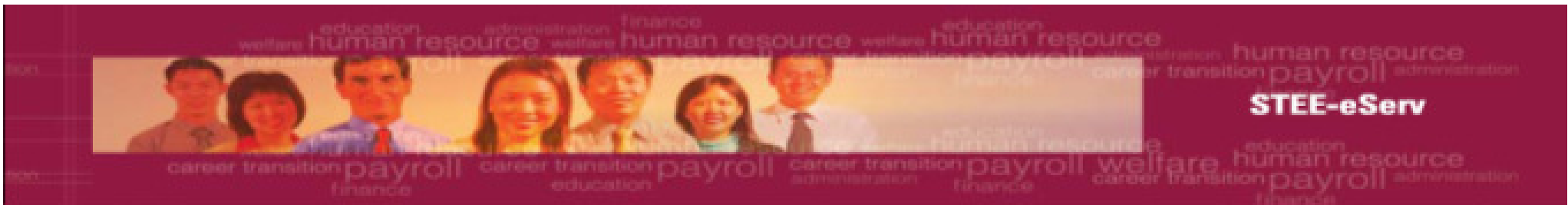


# Shared Services for Charity Sector

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The screenshot shows the GeBIZ Partner website interface in Microsoft Internet Explorer. The browser title is "GeBIZ Partner :: Tenders and Quotations :: Detail - Microsoft Internet Explorer". The address bar shows the URL: <http://www.gebiz.gov.sg/scripts/main.do?w!sessionid=zGqK5KDQG7p1xdcyGBQB9QK7X1QGdWNHcvyF2ynNk42TbQbwMdl1759382463!201458>. The page features a navigation menu with links like "Home", "About Us", "Government Supplier Directory", etc. A sidebar on the left contains sections for "Login (with)", "Business Opportunities", and "Past Opportunities". The main content area displays a "TENDER NOTICE" with tabs for "Notice", "Schedule", and "Award". A magnifying glass is positioned over the "Details" table, highlighting the text "Shared Services for Charity Sector".

Details	
ITT No.	19-01-39
Description	Shared Services for Charity Sector
Short Description	Shared Services for Charity Sector
Procurement Type	Period Contract
Procurement Nature	Electronic
Tender Type	
Submission Method	
PC Start Date	17/11/2008
Remarks	
Tender Ref. No.	19-01-39
Publication Date	17/11/2008
Closing Date	18/12/2008
Closing Time	4:00 PM
Extended Closing Date	
Extended Closing Time	
Covered by WTO-GPA	Yes
PC End Date	18/12/2008
Two Envelope Bidding	No



> About Shared Services

> Trends on Shared Services / Outsourcing

> Shared Services for Charities

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# About STEE-eServ

STEE-eServ



- First homegrown multi functional shared services organization
- Wholly owned subsidiary of ST Electronics (Info-software Systems)
- Current staff consist of over 330 experienced professionals

# We Are Multi Functional!

STEE-eServ

## Financial Services

- A/Cs Management
- A/Cs Payable
- A/Cs Receivable
- Reporting & Support Services
- Financial System Training

## HR Services

- Payroll & Allowances
- Benefits & Compensation
- Employees Claims
- NSmen Allowances &  
Make-Up Pay Claims
- Central Welfare Fund Management
- Welfare Programs & Amenities
- Family Support & Development
- Overseas Travel
- National Education Programs



## Education Services

- Organisational Training
- Competency Development Training
- Training / Education Consultancy
- Continuing Education Programs
- Language Training
- Career Transition
- E-Learning

## Admin Services

- Mass Registration
- Documents Management
- Identity Doc/Passes Production
- Events Management
- NS Registration & Enlistment
- Deferment
- Exit Control
- P-files Creation/Admin

# Our Partnership with the Charities

STEE-eServ

- **Prompt delivery of better quality financial services**
- **Relieve Charities of administrative work and enable Charities to better focus on their missions and beneficiaries**
- **Allow Charities to better access expertise in relevant functions**
- **Assist Charities to resolve problem of limited in-house capability e.g. issue of staff retention**
- **Enhance accountability and internal control**



# What We Are Doing ...

STEE-eServ

## Review Study

Interview  
Sessions

Questionnaire  
Survey

## Education & Publicity

Website

Mass Briefings

E-Newsletters

etc

## Service Delivery

Common  
Platform

Delivery  
Centre Setup

# Website – Under Construction

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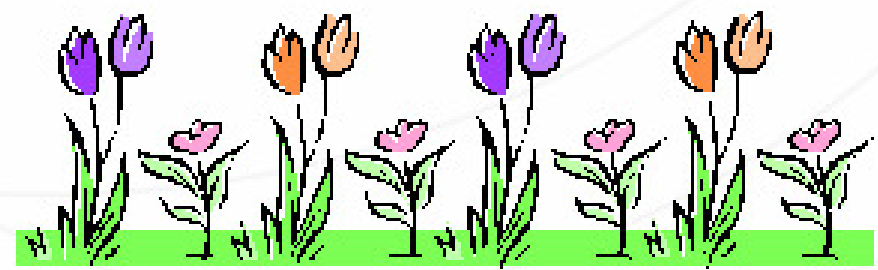


UNDER CONSTRUCTION ...

# Our Partnership with the Charities

STEE-eServ

Our aim is to provide a  
**One-stop**  
**Shared Services Centre**  
that supports Charities/IPCs  
in achieving  
**organisational excellence**



**Thank You!**

**STEE-eServ**

# DELIVERING POSITIVE EXPERIENCE

**Contact Email: [iserve\\_eserv@stee.stengg.com](mailto:iserve_eserv@stee.stengg.com)**

