

The Future of

# Shared Service Centres

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The background of the page features a red gradient. In the foreground, there are several black silhouettes of people in business attire standing on a red floor that has a faint, glowing circuit board pattern. The silhouettes are arranged in a line that recedes into the distance. The text is contained within a white rectangular box on the right side of the page.

## Introduction

The global landscape of shared services is undergoing a profound transformation. Traditionally, Shared Services Centers (SSCs) were designed to perform manual tasks with a focus on reducing operational costs through labor arbitrage and process consistency. These centers centralized back-office functions like accounts payable (AP), handling routine and repetitive tasks to achieve efficiency.

However, as technology advances, this model is being rapidly redefined.

With the advent of **AI-powered solutions**, **Computer Vision**, and **e-invoice networks**, manual processing is becoming obsolete. Instead, the role of shared services is evolving into that of **Global Capabilities Centers (GCCs)**—strategic hubs focused on driving global process excellence, compliance, and continuous improvement. As AI takes over traditional tasks, human expertise will be redirected to craft more efficient and reliable fully automated processes, embracing a future where automation and AI dominate operational workflows.

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# From Manual Processing to AI-Driven Efficiency

For decades, the value of shared services lay in their ability to centralize processes, achieving economies of scale by performing **manual tasks consistently** across different geographies. However, the manual nature of these tasks made them susceptible to human error, inefficiency, and delays, particularly when dealing with high volumes of transactions such as supplier invoices.

In the evolving future of shared services, these traditional tasks are no longer performed by human operators but are increasingly automated by **AI, Computer Vision, and e-invoice networks**. This automation is eliminating the need for manual data entry, validation, and invoice matching, paving the way for shared services professionals to focus on higher-value activities.

- **AI-Powered Invoice Processing:** Solutions like NXT AP, powered by GPT-4 and Azure Document Intelligence, are automating tasks that once took hours to complete. AI-driven systems can now capture, validate, and post invoices within seconds, eliminating human error and drastically reducing processing times.
- **E-Invoice Networks:** With the integration of national e-invoice networks that handle compliance requirements across more than 30 countries, the need for manual handling of supplier invoices is significantly reduced. E-invoices are processed directly within enterprise systems like SAP, with perfect data quality and compliance already ensured before the invoice even reaches the shared service center.

As AI systems take over these routine tasks, the **burden of manual processing** is rapidly diminishing. This shift is not a distant future—it's happening now, with AI and automation set to take over traditional shared service center operations within only a few years, or even months.



# The Rise of Global Capabilities Centers (GCCs)

As manual tasks are increasingly automated, shared service centers are evolving into **Global Capabilities Centers**. The focus of GCCs is no longer on performing transactional tasks but on establishing, maintaining, and improving end-to-end processes that deliver value across the entire organization. This shift empowers experienced professionals to move away from routine operations and toward activities that drive continuous improvement, strategic decision-making, and enhanced compliance.

Here's how GCCs are reshaping the future of global shared services:

**Process Excellence and Continuous Improvement:** Instead of handling transactional work, GCCs are focused on optimizing and standardizing processes across multiple regions and business units. By leveraging AI and automation, GCCs can monitor processes in real-time, identifying inefficiencies, bottlenecks, and opportunities for improvement.

**Global Compliance and Governance:** As AI (Computer Vision & GPT-4) handles the mechanics of invoice processing, GCCs are tasked with ensuring that the processes are compliant with both global standards and local regulations. In an environment of increasing regulatory complexity, the role of the GCC is to maintain a framework that ensures adherence to VAT/GST rules, tax regulations, and industry-specific standards across different jurisdictions.

**Innovation and Process Automation:** GCCs become the hub for process innovation, using AI to not only automate existing workflows but to continuously improve them. AI-driven insights can help GCCs refine procurement-to-pay processes, optimize cash flow management, and implement dynamic discounting strategies, all without human intervention.

**Knowledge Sharing and Best Practices:** Global Capabilities Centers also serve as a platform for the exchange of best practices, learning, and expertise across the organization. AI tools can gather and analyze data from across multiple markets, allowing teams to identify trends, implement process improvements, and create more standardized and reliable workflows on a global scale.

## Embrace AI: The Future of Shared Services is Here

The transformation of shared services into GCCs requires a fundamental shift in mindset. AI, particularly tools like GPT-4, is not merely a tool for automating tasks—it represents the future of how AP and other shared services processes will be managed globally. Instead of viewing automation as a threat, organizations must embrace AI to unlock new levels of efficiency, consistency, and compliance.

- **Zero Manual Data Entry:** Invoices are automatically captured and validated using Azure AI, eliminating the need for human input.
- **Full Compliance:** With built-in validation against SAP master data and local VAT/GST regulations, compliance is ensured.
- Immediate visibility as 100% of all supplier invoices are parked
- **Reduced Costs:** Faster processing and fewer errors lead to cost savings, allowing finance teams to focus on strategic tasks.

## Key Benefits of AI in Shared Services:

- **End-to-End Automation:** AI handles everything from data capture to invoice posting, meaning straight-through-processing is no longer an aspiration but a reality. With NXT AP, organizations can achieve 100% automatic invoice processing, reducing the need for human intervention in routine tasks.
- **Real-Time Compliance:** AI tools, such as GPT-4 embedded within NXT AP, ensure that invoices are compliant with global and local regulations in real-time. Whether it's processing VAT regulations in Europe or GST requirements in Asia, AI ensures consistent application of the correct tax treatments, removing the risk of non-compliance.
- **Superhuman Accounting Capabilities:** AI can process data across multiple languages, jurisdictions, and formats simultaneously, with greater accuracy and speed than any human could achieve. GPT-4, with its deep understanding of global regulatory frameworks, ensures that every invoice is compliant and processed according to global best practices.

## From Manual Work to Strategic Expertise

For years, shared services centers have been measured by their ability to reduce costs and maintain process consistency through manual labor. But with AI set to take over traditional tasks, the value of shared services lies in the **expertise** they bring to building **global, automated processes** that drive strategic outcomes.

- **Crafting Global Processes:** Experienced professionals within GCCs will no longer spend their time performing manual tasks, but will instead focus on **designing and refining processes** that AI will execute. The goal is not just efficiency but global standardization, reliability, and flexibility to adapt to changing regulatory environments.

- **Focusing on Compliance:** As AI handles routine tasks, shared services experts can turn their attention to ensuring that **global compliance standards** are maintained and continuously improved. Rather than simply reacting to regulatory changes, GCCs will proactively implement compliance strategies that leverage AI's real-time processing capabilities.
- **Driving Business Value:** With AI taking over transactional tasks, shared services professionals can focus on **value-added activities**, such as analyzing procurement data, improving supplier relationships, and optimizing payment strategies for better cash flow management.

## Conclusion : The Future is Now

The traditional tasks of Shared Services Centers—manual data entry, validation, and approval—are being automated by AI at an unprecedented rate.

Within a few years, or even months, the role of SSCs will shift entirely, giving way to **Global Capabilities Centers** that focus on **process excellence, compliance, and strategic improvements**.

By embracing AI and leveraging technologies like **NXT AP**, global organizations can ensure that their shared services evolve into future-ready hubs of innovation and efficiency. The burden of manual processing will be a thing of the past, and the experience of shared services professionals will be redirected toward crafting global, efficient, and reliable fully automated processes.

The future of shared services lies in **AI-driven automation**—and organizations that embrace this shift will be at the forefront of the next evolution in global business operations. **Embrace AI**, and let your **Global Capabilities Centers lead the way**.



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