

Global Shared Services (GSS)

*Service webinar – **UN Web Buy Plus** Procurement Services by UNOPS*

Agenda

- **Introduction to UN Reform and GSS**
- **Service deep dive –UN Web Buy Plus Procurement Services**

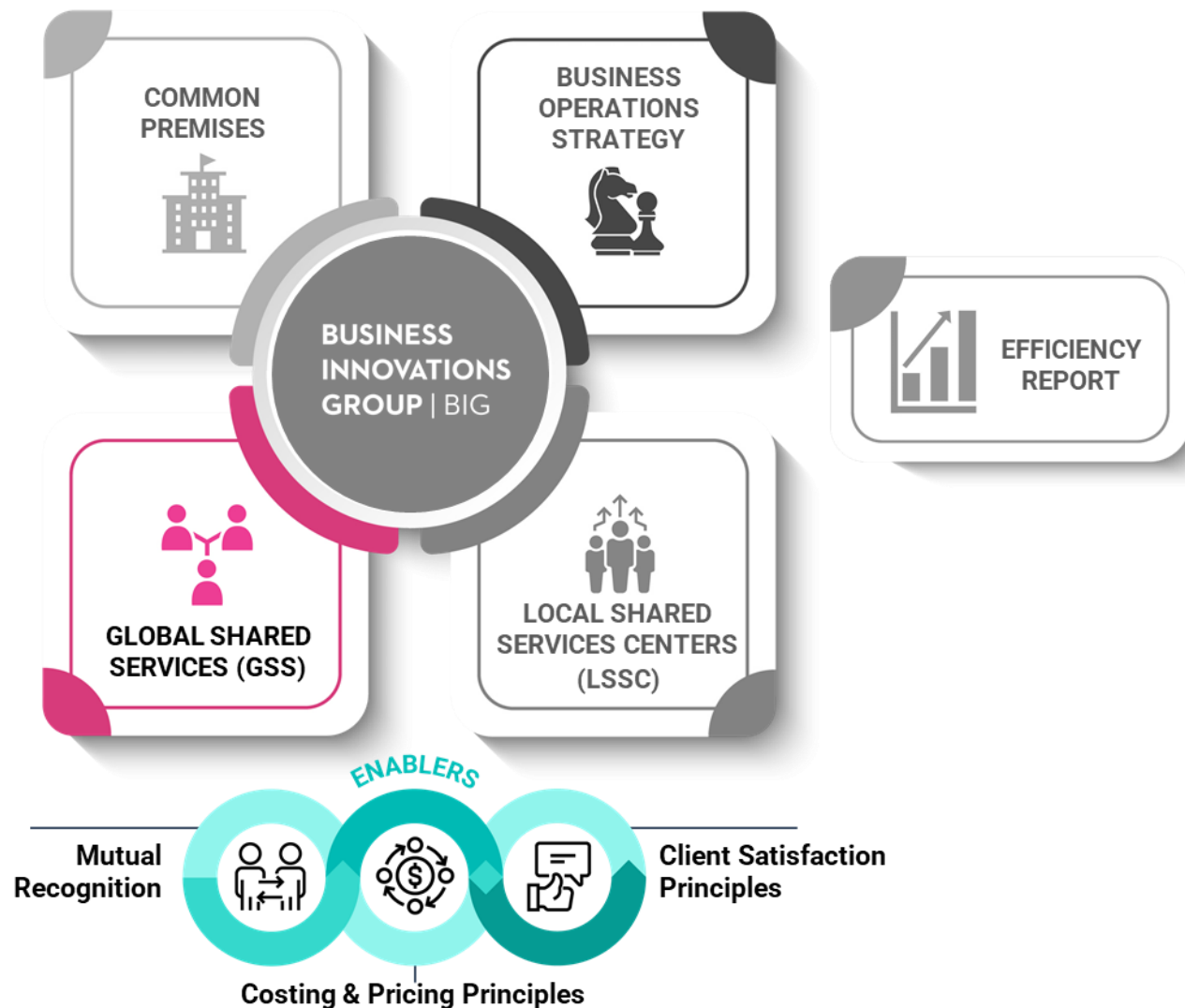
UN Reform has identified four pillars for efficiency gains as part of the BIG agenda, one of which is Global Shared Services (GSS)

UN Reform – Business Innovations Group (BIG)

This agenda aims to realize **cost avoidance** and **performance improvement** in resources usage by

- **Harmonizing** service offerings
- **Leveraging common** resources
- **Increasing collaboration on** non-programmatic business operations

This will generate efficiencies in both financial and quality terms



GSS is estimated to contribute 40% of the UNSDG Efficiency Roadmap in 2024



UNSDG Efficiency Roadmap 2022-2024
April 2022

1. Executive Summary

In his December 2017 report,¹ the Secretary-General presented his vision and proposals to reposition the UN development system to better respond to the 2030 Agenda for Sustainable Development. While the focus was firmly placed on improving the overall effectiveness, accountability, and cohesion of the UN development system's collective results on the ground, the Secretary-General also anticipated that the proposed change measures would have the potential to also achieve cost savings that could be redeployed into development activities.

This aspect of the reform aims to realize cost avoidance and performance improvement by harmonizing, centralizing, and consolidating the use of resources to generate efficiencies in financial and quality terms, to be redeployed as part of programmes to better support the 2030 Agenda.² Both the overall reform process and the efficiency agenda received wide support of Member States, as reflected in General Assembly resolution 72/279 on the repositioning of the UN development system.

Based on estimates of potential efficiency gains from various sources³, the Secretary General had requested external management consultancies to apply external benchmarking to estimate the potential for efficiencies. These benchmarks – applied to operational data gathered from surveys and data collected from UN development – led to a broad projection of savings of around US\$ 310 million⁴ a year by 2022, across the UN system. The Secretary-General also outlined several necessary conditions and variables that would ultimately influence these estimates.

Specifically, the SG report cited six initial but **non-exhaustive potential areas**⁵ for consolidation of business operations:

1. "...establish common back offices for all UN country teams by 2022..."
2. "...ensure compliance with an improved Business Operations Strategy by 2021..."
3. "...increase the proportion of UN common premises to 50 per cent by 2021..."
4. "...explore various options, including the possible consolidation of location-independent business operations into six or seven networks of shared service centers".
5. A new generation of UN Country Teams; and
6. Integrating UN Information Centers into Resident Coordinator's Offices.⁶

As a result of the evidence and lessons learned from these efforts, the BIG is preparing to propose some adjustments to its efficiency strategy for approval of the UNSDG, for the period 2022-2024, i.e., extending the original timeframe by two years.

The BIG retains the ambition of the commitments and the intent to achieve 310M in savings annually through a variety of inter-agency, agency, and bilateral initiatives. At the same time, the implementation experience and

¹ Secretary General's report, *Repositioning the United Nations development system to deliver on the 2030 Agenda: our promise for dignity, prosperity, and peace on a healthy planet*, A/72/684-E/2018/7, December 2017.

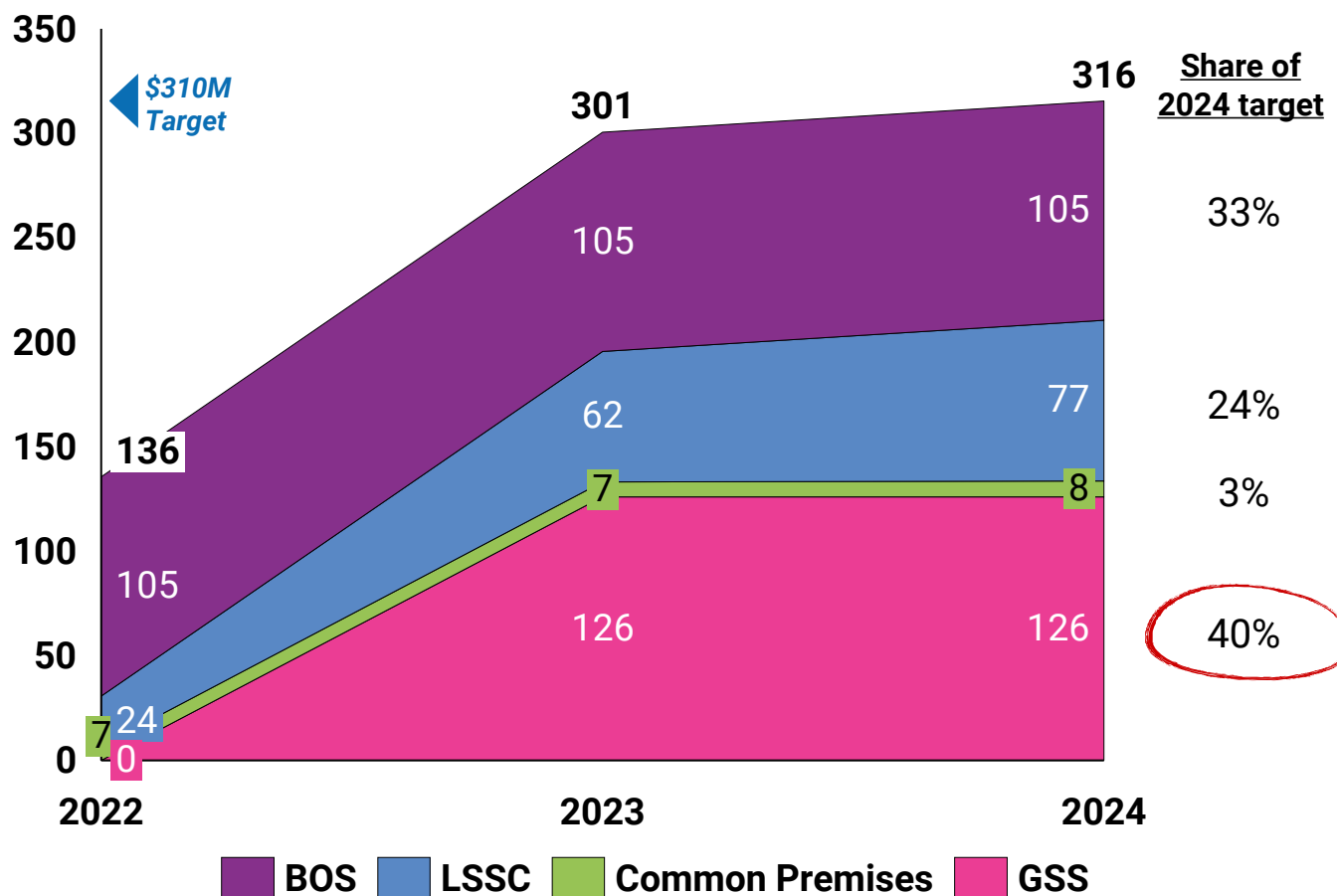
² *Id.*, Ops 11 and 43.
³ *JIU Report October 2018. Opportunities to improve efficiencies and effectiveness in administrative support services by enhancing inter-agency cooperation*, October 2018.

⁴ *UNSDG Repositioning: Explanatory Note #10*, 29 March 2019

⁵ To facilitate achievement of the targets, the Secretary General's report also describes two enablers, mutual recognition, and client satisfaction principles, which are necessary to achieve the back-office reforms. A third enabler has also been added, costing and pricing principles, to ensure transparency underpins the system.

⁶ Secretary General's report December 2017 report, Ops 32, 33, 44, 45 and 47.

Efficiencies (USD M)



The GSS initiative will reduce costs and increase quality through offering services at a global scale

*"I remain **committed to advancing common business operations** in United Nations country teams... [we will explore] the possible **consolidation of location-independent business operations** into six or seven networks of shared service centers"*

- Secretary General's report, December 2017¹



GSS: Services that can be sourced from any location across the globe

- Services will be **managed by the larger entities** in the system
 - Benefiting from their **scale** and geographical **coverage**
- Offer services** to all other interested entities in the system
- 7 entities** have agreed to collaborate on GSS:



Key benefits expected from GSS

- Business operations **cost efficiencies**, enabling **increased investments** on programmes
- Increase Mission Focus** - free up staff time to further improve programme delivery
- Improve Quality** of business operations
- Increase co-operation** within the system
- Enhance '**client**' **satisfaction**
- Incubate and leverage** new technology at scale
- Reduce Organizational Risk**, including financial risk, fraud risk and reputational risk

43 Services have been identified, with some prioritized scale-up in 2022/2023 and beyond



1. Invoice Processing
2. Payment Processing
3. Revenue Processing
4. Accounting and Reconciliations
5. Vendor Data
6. HR Onboarding
7. HR Maintenance
8. HR Off-Boarding
9. Payroll Service
10. Global Learning Solutions
11. Medical Services



1. **Reference checking**
2. Commercial insurance
3. Satellite network connectivity
4. **Cloud computing services**
5. Unite Maps
6. Payment / Invoice processing
7. **Aviation**
8. **Fuel**
9. **Vehicles Procurement**
10. Rations
11. Engineering services
12. Safety & Security related procurement



1. Supplier/Vendor Management
2. **Payment/Invoice Processing**
3. Revenue and Deposits
4. Accounting and Reconciliation
5. **HR services (Benefits and Entitlements)**
6. **Payroll services**



1. Cash Transfer Service (CTS)
2. **UN Mobility - UN Booking Hub**
3. **UN Accommodation - UN Booking Hub**
4. **UN Clinics – UN Booking Hub**
5. **Logistics Services**
6. **Aviation Services**
7. “Heavy” Fleet Services
8. **Fuel Supply Services**



1. **UN Web Buy Plus Procurement Services**
2. HR Services (full HR services packages or selected services)
3. **Supplier vendor management services**




1. **UN Fleet**




1. **UN Partner Portal**



1. **UN Sanctions Bot**

 RG prioritized services ready to be Scaled up in 2022/2023

 Services with “high demand” from entities to be scaled

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- Introduction to Efficiency Reform and GSS
- **Service deep dive** – UN Web Buy Plus Procurement Services



Global Shared Services Webinar

October 2022





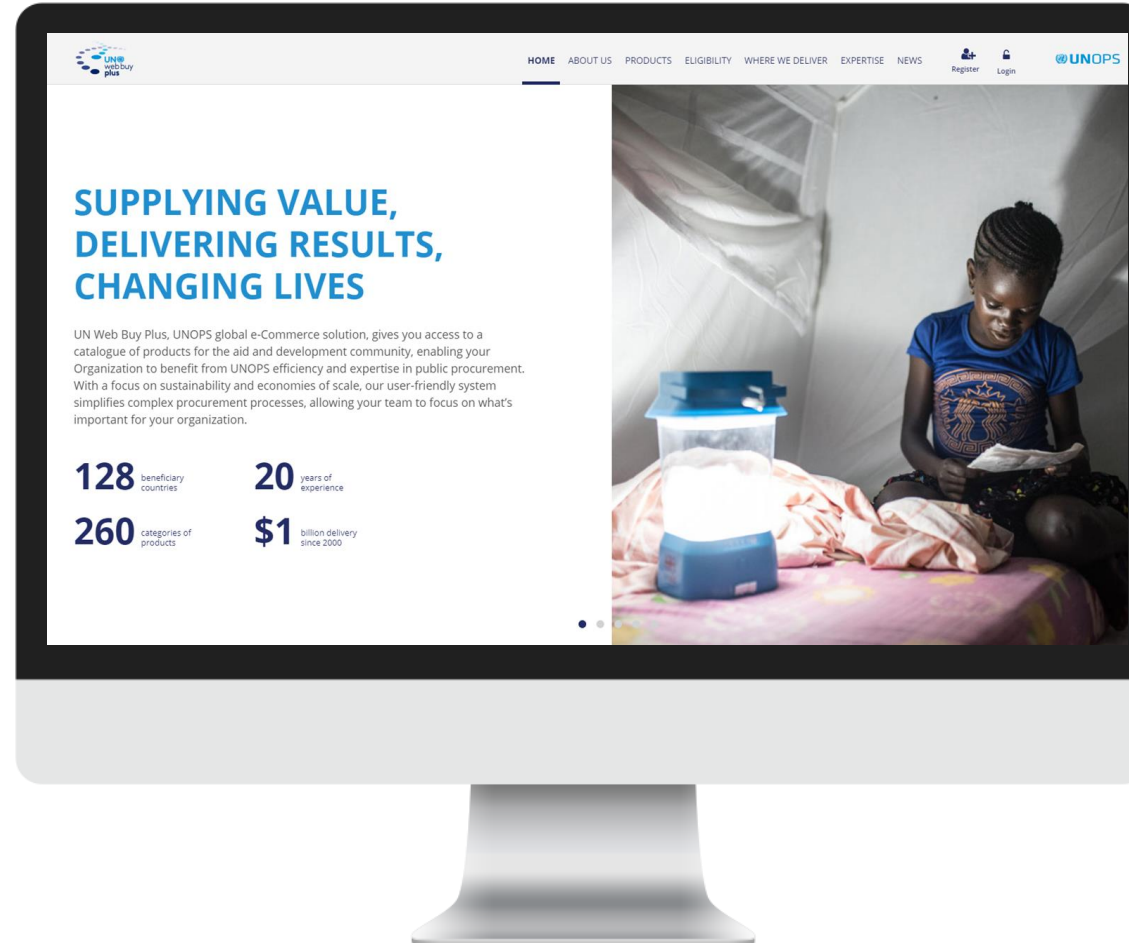
Agenda:

Topic	Time
UN Web Buy Plus presentation	25 min
Online Demo	10 min
Field Experience testimonial	5 min
Q&A	10 min
Closing & Next Steps and GSS Webinars	5 min

What is UN Web Buy Plus?

Introducing UNOPS' e-commerce portal for relief commodities

An intuitive and comprehensive e-Commerce portal for the aid and development sector



UN Web Buy Plus is a full-service procurement solution provider

Advantages of using UN Web Buy Plus

What we offer to our partners

EASY ACCESS TO LTAS

We provide access to some of the most needed products by the international aid and humanitarian community.



COST SAVING

UN Web Buy Plus provides a competitively priced service based on cost recovery.



TECHNICAL EXPERTISE

UN Web buy Plus capitalizes on UNOPS technical knowledge by bringing together its experts collective experience in procurement, logistics, customer service and risk management. Partners using UN Web Buy Plus benefit from twenty years of experience in the procurement and delivery of goods to some of the world's most challenging locations.



TIME SAVING

Our clients save time on tendering, competition, review and negotiation etc.



SIMPLIFYING COMPLEXITY

Our aim is to continuously improve our services to facilitate the supply of complex commodities, and make it as convenient as possible for our clients.



FULL SERVICE SOLUTION PROVIDER

We provide logistics services, including low insurance fees. We make sure that you are able to follow your order every step of the way.

What products do we offer?

Continuously
expanding our
catalogue offer



Catalogues are
made available to
meet the needs of
our partners

Zoom on some catalogues

✓ Waste management equipment

In Echo to the SDJ #12, many partners and clients have waste management very high on their agenda. UN Web buy Plus offers a wide range of incinerators and shredders.



✓ Mobile health solutions and ambulances

We offer a large range of 4x4 trucks mounted mobile health solutions providing reliable equipment for efficient implementation of prevention, screening or treatment programmes to most vulnerable and hard-to-reach populations.



✓ Modular Biosafety laboratories level II and III

With the same safety and confinement standards as their permanent counterparts, these modular biosafety laboratories are used for epidemiological research, as well as monitoring and testing of infectious diseases. They can be used for infectious diseases outbreaks such as HIV/AIDS, Ebola, COVID-19 or Tuberculosis.



✓ Comprehensive health catalogue

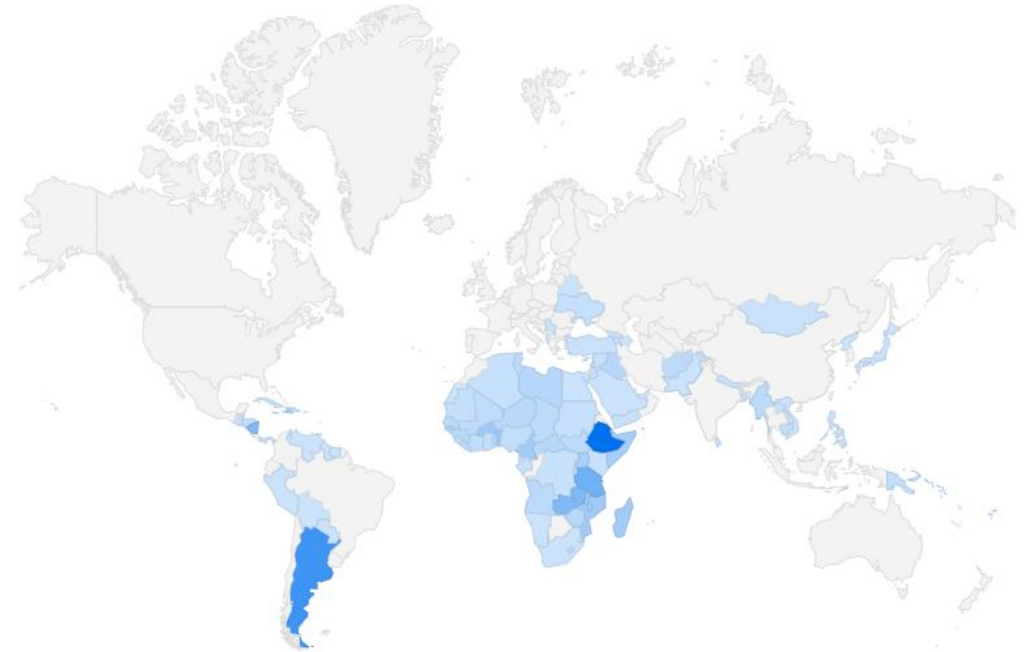
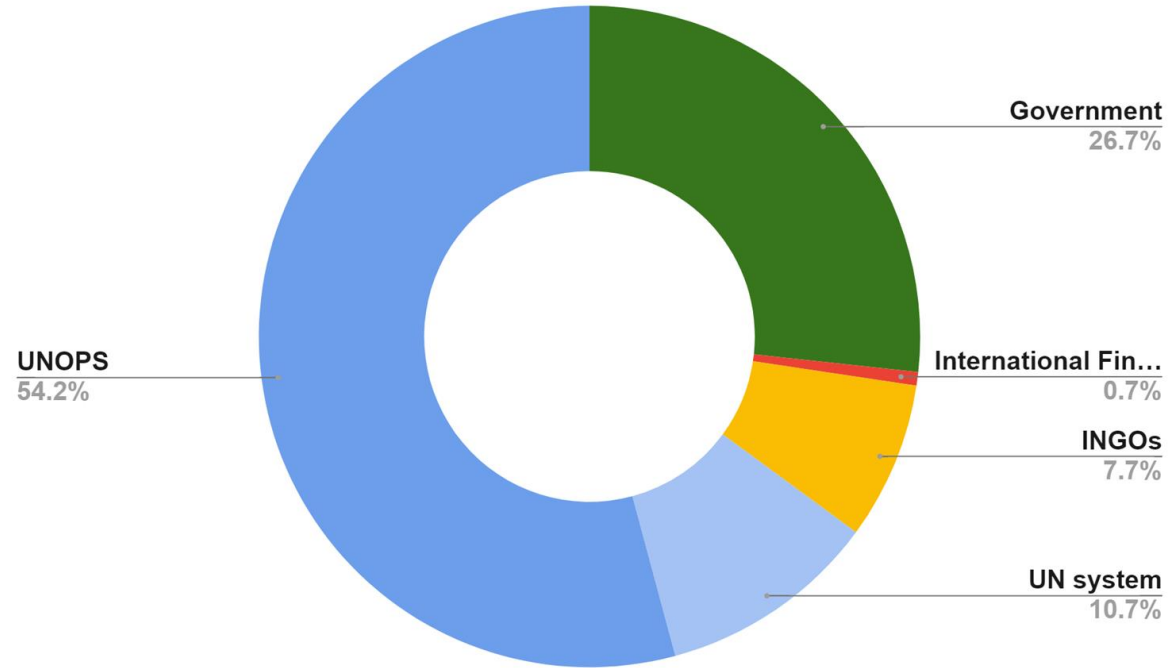
The catalogue includes Oxygen therapy, Patient monitoring, Ventilation, Infusion therapy, diagnostic imaging and more than 36 sub-categories



✓ Comprehensive ICT catalogue



Procurement through UN Web Buy Plus in 2021



TOP 10 partners in 2021



Easy use global LTAs

Converts LTAs into a user friendly interface



Print Comparison



Lenovo ThinkPad L13 1G
Supplier: DanOffice Aps (Denmark)
Available in: Each of 1 Unit

USD 692



Dell Latitude 3420
Supplier: DanOffice Aps (Denmark)
Available in: Unit of 1 Unit

USD 444.5



HP Probook 445 G8 AMD Ryzen
Supplier: DanOffice Aps (Denmark)
Available in: Unit of 1 Unit

USD 522

Operating System	Windows 10 Home	Windows 10 Home	Windows 10 Home
Ports and Connectors	2x USB 3.1 Gen 1 (1x Always On), 2x USB-C 3.1 Gen 1 (power delivery and DisplayPort), HDMI, ethernet extension connector, audio combo jack, microSD card reader, side docking connector, optional smart card reader	1 USB 3.2 Gen 2x2 Type-C port, 1 USB 3.2 Gen 1 port, 1 USB 3.2 Gen 1 port with PowerShare, 1 USB 2.0 port, 1 HDMI 1.4a port, 1 RJ-45 Ethernet port, 1 Universal audio port, 1 barrel power adapter port.	3 SuperSpeed USB Type-A 5Gbps signaling rate (1 charging, 1 power); 1 SuperSpeed USB Type-C® 10Gbps signaling rate (USB Power Delivery, DisplayPort™ 1.4); 1 RJ-45; 1 headphone/microphone combo; 1 HDMI 1.4b; 1 AC power
Processor type	Intel	Intel	AMD Ryzen
RAM capacity (GB)	8	4	4
RAM type	DDR4	DDR4	DDR4
Screen resolution	HD (1366x768)	HD (1366x768)	HD (1366x768)

Add To Cart

Add To Cart

Add To Cart

Items

Sales unit

Price in product base currency



Dell Latitude 5320

10

USD 6,030.50

PACKAGES

Pick a "package" if you would like to configure your product for a specific purpose or country. Packages have been designed based on our experience of what is normally required to cover most needs in the different projects. You can only select one package per product. Please click on More Details to see the full content of a package.

There are no available packages for this product.

OPTIONAL EQUIPMENT

Pick an "option" if you would like to add additional functions or accessories to your products. Your base product will not change. You can add multiple items as optional equipment but if you already selected a package, please check that the additional item is not already part of it. Please note that some options can increase the delivery time of your product or require a manual freight request.

1TB SSD upgrade for DELL Latitude 5320

USD 167 x 10 Units

MORE DETAILS

Add

DELL 3 Year Next Business Day Onsite Warranty

USD 30.35 x 10 Units

MORE DETAILS

Add

Dell 3X20/5X20 Dock WD19, 130W - EU Docking station

USD 96 x 10 Units

MORE DETAILS

Add

Dell 5320 Upgrade to M.2 512GB PCIe NCMme Class 35 SSD

USD 60 x 10 Units

MORE DETAILS

Add

Dell Clicksafe Combination Lock for All Dell Security Slots

USD 32 x 10 Units

MORE DETAILS

Add

Dell Latitude 5320 3 Year Next Business Day Onsite Warranty

USD 30.35 x 10 Units

MORE DETAILS

Add

Dell Multimedia Keyboard KB216

USD 7.1 x 10 Units

MORE DETAILS

Add

Dell N17 Keyed Laptop Lock for Dell Devices

USD 30 x 10 Units


MORE DETAILS

Add

Enhanced experience for users







 CATALOGUES 

SEARCH FOR PRODUCT 

 1  

 / Case Search

CASE SEARCH

Case Number	Destination Country	Case Status
<input type="text" value="Case Number"/>	<div>--Select Country-- </div>	<div>Confirmed </div>
Created From	Created To	Buy on Behalf of Clients
<div><input type="text" value="dd/mm/yyyy"/> </div>	<div><input type="text" value="dd/mm/yyyy"/> </div>	<div>--Select-- </div>
Client User	Client Organization	
<input type="text" value="Client User"/>	<div>--Select-- </div>	

☐ Include Shopping Cart

Search


Clear

Case Number	Destination Country	Created On	Quotation Expires	Created by	Client	Status	Totals	Actions	
C213941	Chad	2021-10-20	2021-12-03	Philéas Almadjibeye NDOUNABE	The Global Fund Wamboo	Purchased	USD 49,677.84	View Case	View Delivery Tracking
C213826	Chad	2021-10-11	2021-11-26	Philéas Almadjibeye NDOUNABE	The Global Fund Wamboo	Purchased	USD 58,186.21	View Case	View Delivery Tracking
C212463	United Republic of Tanzania	2021-09-14	2021-11-25	Shija Joseph Shija	The Global Fund Wamboo	Purchased	USD 109,219.12	View Case	View Delivery Tracking
C205882	Democratic Republic of the Congo	2020-08-14	2021-11-22	Guyguy MASIALA	The Global Fund Wamboo	Purchased	USD 202,943.24	View Case	View Delivery Tracking
C209350	Togo	2021-03-23	2021-11-18	Ségobéhin Wankpo	The Global Fund Wamboo	Purchased	USD 101,702.11	View Case	View Delivery Tracking
C211688	Zimbabwe	2021-07-05	2021-11-05	Patronella Kundayi MURAMBINDA	The Global Fund Wamboo	Purchased	USD 9,390.68	View Case	View Delivery Tracking
C209735	Niger	2021-04-26	2021-11-03	Sanoussi Maazou	The Global Fund Wamboo	Purchased	USD 56,443.54	View Case	View Delivery Tracking


Shipment Status: **IN-TRANSIT**

UNWBP Shipment Reference: **22132**

Hide 

 Departure Point
Spain, Algeciras

Delivery Method
SeaFreight & Inland via Benin, Cotonou

 Destination
Niger, Niamey



Departure Date

OCTOBER 29, 2021

Estimated Delivery Date

DECEMBER 10, 2021

Products in this Shipment

Quantity	Name
1	Hilux Double Cab 3.0 Diesel LHD 5-Seater

Shipment Details

Last Location:
Niger, Niamey

Courier Waybill Number

Shipping Pieces
1

Date Shipping Documents Sent
2021-11-04T14:02:00

Container Number
TRHU3358321

Shipping Weight
1925.36

Freight Forwarder
Kuehne + Nagel A/S

Container Seal
H3039087

Shipping Volume
17.8

Freight Forwarder Reference Number
2310913911001400

Shipment Documents

Document Name	File Name	Uploaded
213517 PRE-ALERT SHIPPING DOCUMENTATION - 22132	213517 DOCS.pdf	Thursday, November 4, 2021

Route Information

Method	Vessel	Shipping Number	Departure Point	Departure Date	Destination	Arrival Date
Sea	GSL ALICE/08QAPS1MA	COP0225917	Spain, Algeciras	Actual October 29, 2021	Benin, Cotonou	Actual November 12, 2021
Inland			Benin, Cotonou		Niger, Niamey	Revised Estimate December 10, 2021

Shipment Data Last Updated: November 12, 2021

TIMELINE

PRODUCTS

DELIVERY TRACKING

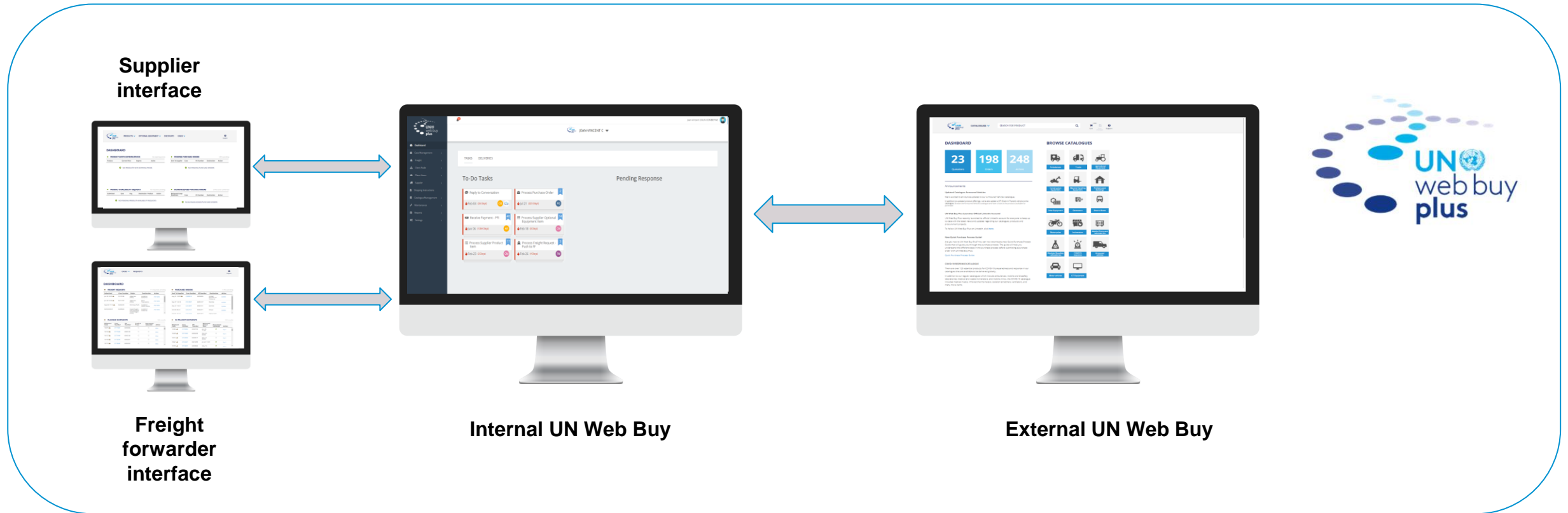
DOCUMENTS

KEY ADDRESSES

CONVERSATIONS

Efficient process: reduction of transactional costs:

UN Web Buy Brings together suppliers, freight forwarders and users in a single environment



Demo : <https://unwebbuyplus.org/>



Testimonials from users :

Boureima Timbo: Procurement Specialist, UNOPS Senegal Multi Country Office
Regional procurement focal point

Questions?



GSS Upcoming webinars - Oct-Dec 2022

UN Web Buy Plus - Procurement Services (UNOPS)

Tuesday, October 25, 2022: 2:00 pm CET/UTC+2 (8:00 am NY/GMT-4)

Thursday, October 27, 2022: 4:00pm CET/UTC+2 (10:00 am NY/GMT-4)

UN Mobility: Booking Hub (WFP)

Tuesday, November 22: 11:00 am CET/UTC+1 (5:00 am NY/GMT-5)

Wednesday, November 23: 3:00 pm CET/UTC+1 (9:00 am NY/GMT-5)

UN Fleet (UNHCR & WFP)

Tuesday, November 29: 11:00 am CET/UTC+1 (5:00 am NY/GMT-5)

Thursday, December 1: 3:00 pm CET/UTC+1 (9:00 am NY/GMT-5)

Vehicle Procurement (U.N. Secretariat)

Tuesday, December 6: 2:00 pm CET/UTC+1 (8:00 am NY/GMT-5)

Thursday, December 8: 4:00 pm CET/UTC+1 (10:00 am NY/GMT-5)

H.R. services (Benefits and Entitlements) (UNDP)

Webinar information will be shared soon with the target audiences