

CACI Shared Services Center Initiative

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CACI At a Glance



CACI INTERNATIONAL INC

Corporate Headquarters
Arlington, Virginia USA

European Headquarters
London, England UK

www.caci.com



FOUNDED IN 1962

Industry leader for
more than **57 years**



REVENUE BY CUSTOMER

65% – Department of Defense

29% – Federal Civilian Agency

6% – Commercial



INDUSTRY RECOGNITION

★ *Fortune* – World’s Most
Admired Companies
5th in IT Services

★ **FORTUNE 1000**
Largest Companies in America

★ **Russell 1000 Index**

★ **S&P MidCap 400**

★ *U.S. Veterans Magazine*
Best of the Best Top
Veteran-Friendly Company

★ **CHARACTER – based**
Culture of ethics, integrity,
and operational excellence



REVENUE
\$5.8B



NO. OF
EMPLOYEES
23,000+



OFFICES
WORLDWIDE
140+



What We Do

CACI delivers **ENTERPRISE** and **MISSION** outcomes to government clients by leveraging **expertise, innovation, and technology**



Enterprise

Capabilities enabling internal agency operations



Mission

Capabilities enabling agency missions

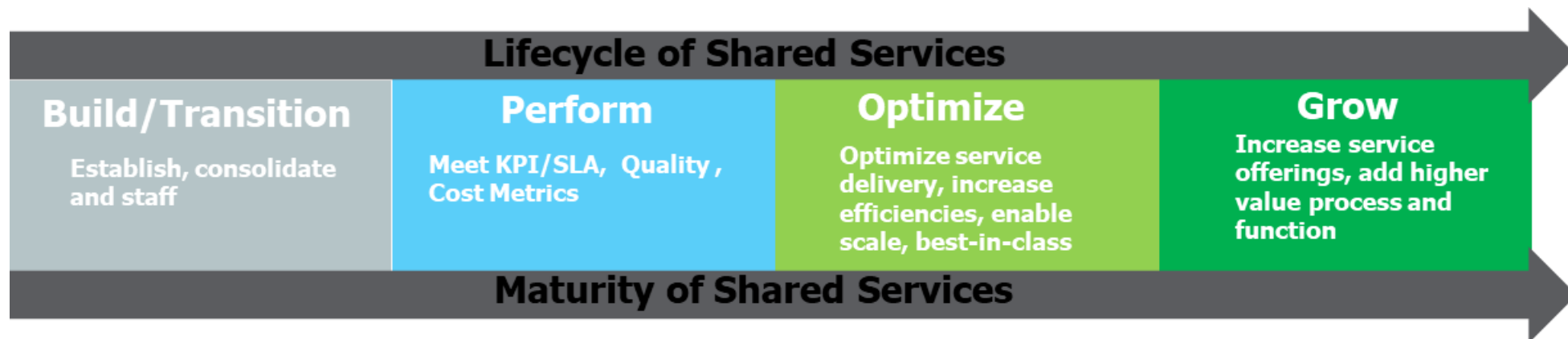


CACI Forcing Function

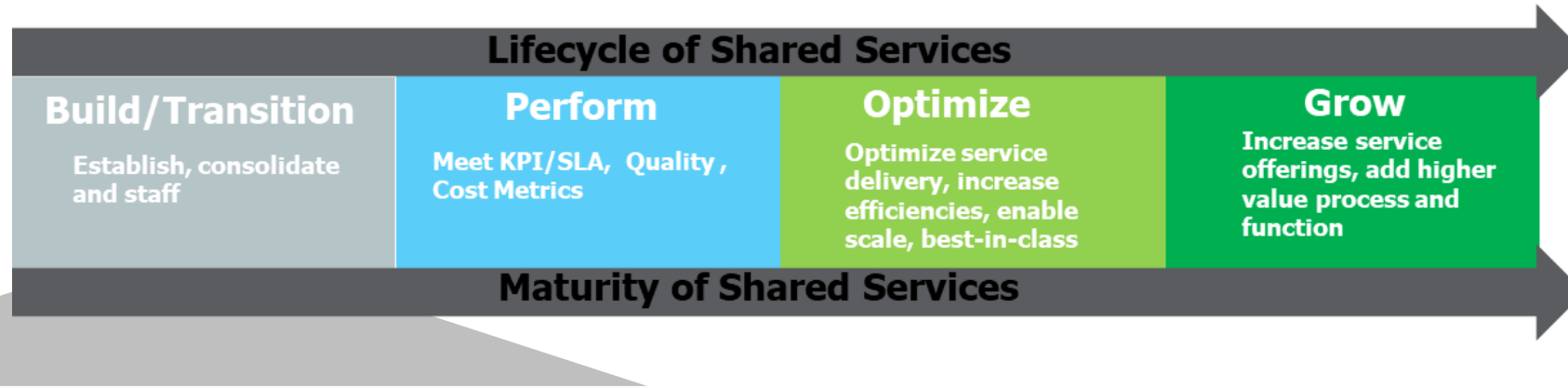
- High level of M&A activity – 76 companies acquired in the last 20 years – increase speed of assimilation
- Facilitate growth – expanding customer base and employee headcount
- Highly competitive marketplace
- Highly decentralized business support operations – aggressive standardization required
- Multiple business systems – increase integration
- Complex policy, procedure and transactional processing – standardization required for speed and scale – improve controls

Shared Services Initiative

- Initial feasibility Study
 - Financial and Non-Financial Benefits Defined
 - Centralism vs. Outsourcing
- Finance, HR, Procurement, Contracts, IT
- How to scale for growth, optimize operations and improve overall quality
 - Stakeholders – Customers, Shareholders, Employees
- Overall 18 month deployment from initial study to opening the CACI Shared Services Center (SSC)
 - Financial Models
 - Site Selection
 - Transition to Shared Services
 - Service to Migrate to SSC Model
 - Policy/Procedure
 - Staffing

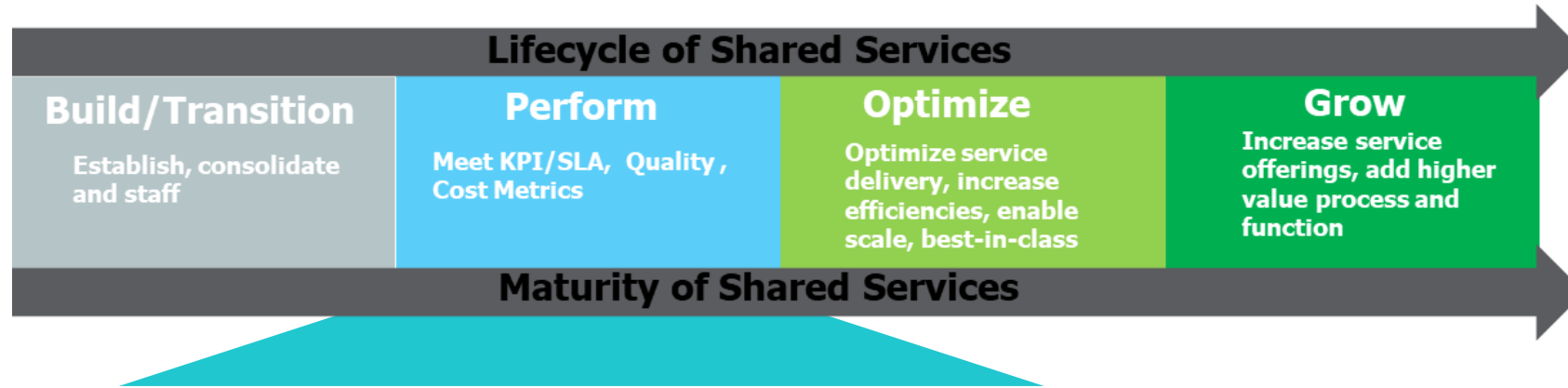


CACI Issue



- **Deployment of CACI SSC**
 - Determination of Services to Deploy
 - Transition of Services to SSC – Phased or Big Bang
 - People, Process, Tools
 - Roles, Responsibilities and Processes
 - Policy and Procedure Alignment
 - Standardization of Process and Documentation
 - Workforce Impact – Realign or Labor Arbitrage
 - Cost Model Development – Cost Allocation vs. Transaction Based

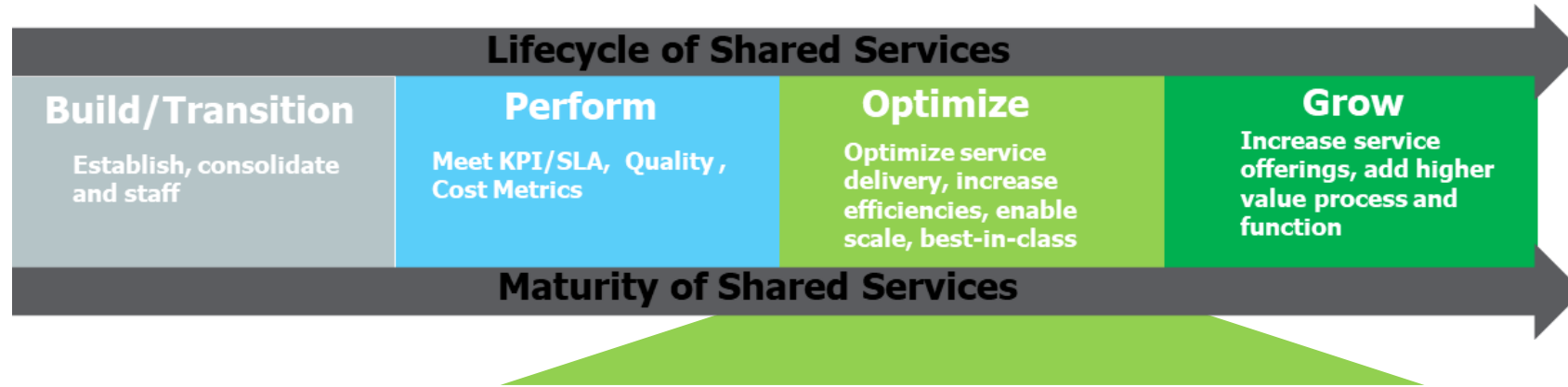
CACI Issue



■ Measure and Monitor

- What are the Key Drivers for Shared Services
 - Measure what enables the business and mission of clients
 - Cost, Quality and Speed – what is the driver
- Establish Key Performance Indicators and Service Level Agreements
 - Maps to enablement of goals
 - Meaningful metrics – internal to SSC vs external to customer
 - Reporting methods and level of transparency

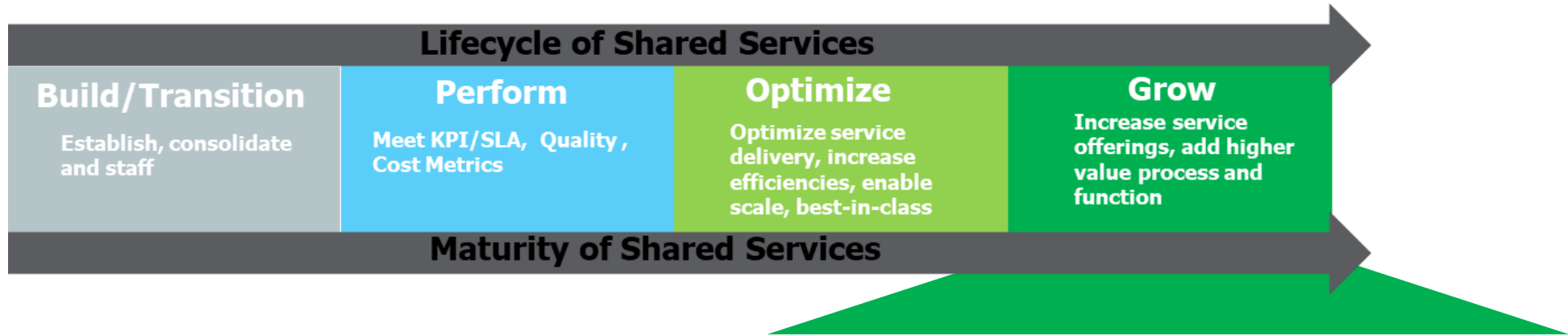
CACI Issue



- Better, Faster, Cheaper
 - Continual Service Improvement (CSI) – how to measure improvement
 - Stakeholder Engagement – how to engage
 - Continual Metric Alignment
 - Constantly ask “why are we measuring “X””
 - Metrics should evolve over time – service delivery should improve, metrics need updating to raise the bar

- Innovation Insertion
 - How to leverage emerging technologies and trends – RPA, AI, Predictive Analytics, etc...

CACI Issue



■ Roadmap for SSC

- Anticipate Future Service Needs
- Prepare for New Services
 - People, Process and Technology
- Align SSC as Stand Alone Entity
 - Migrate from allocated cost center to transaction based stand-alone model
- What are the emerging impactful trends?