

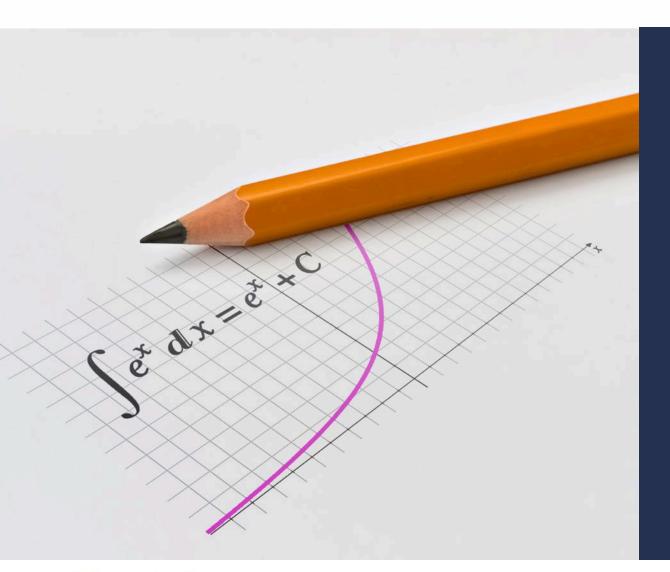
## Starting with why...

"Why it is so complex to just implement the five mandatory RSC services?"





## Defining – (Business) Complexity



"A high *business complexity* is caused by tight regulatory timelines paired with interconnected stakeholders, information systems and organizational structures.

The complexity level increases nearly *exponentially* with the number of alignments with stakeholders and customers"

Forrester Research, Harvard Business Review



### Regulatory Environment





#### **Stakeholders**



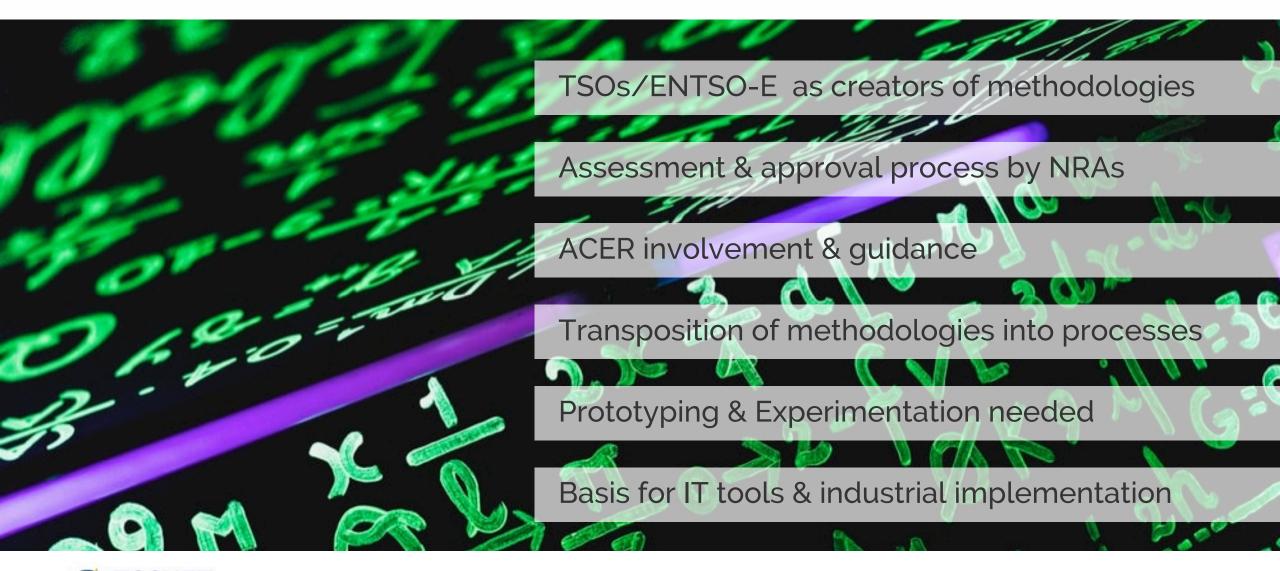


# Regional requirements and coordination



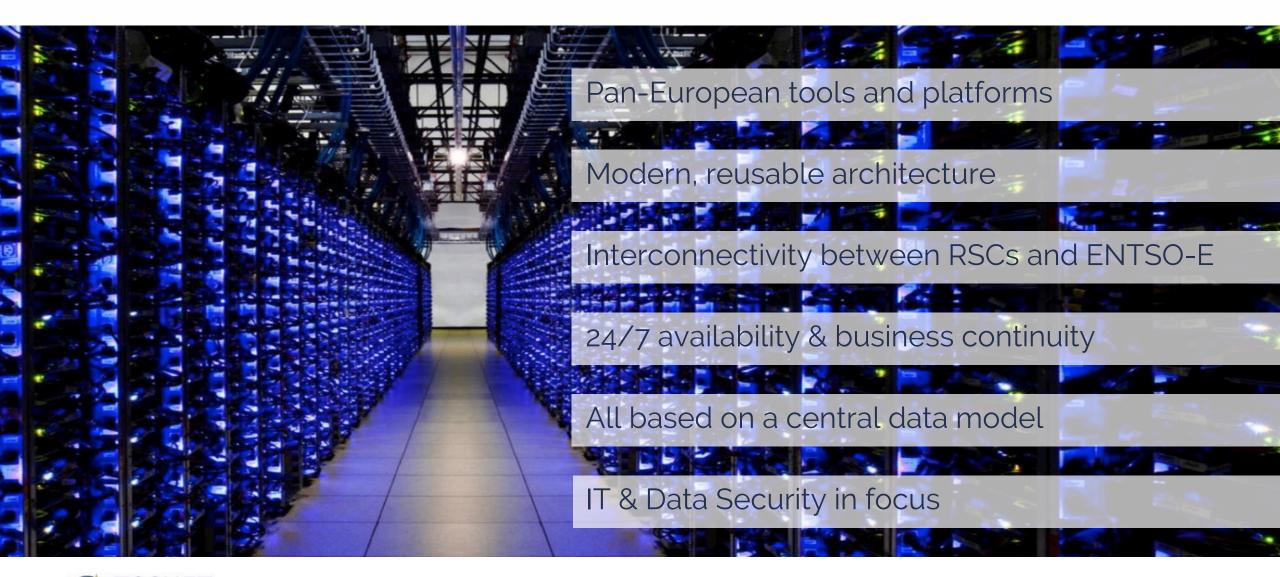


## Turning methodologies into processes





## Supporting processes with efficient IT





## Organisational Capabilities of the RSCs...



"We need this - to fulfil all goals"



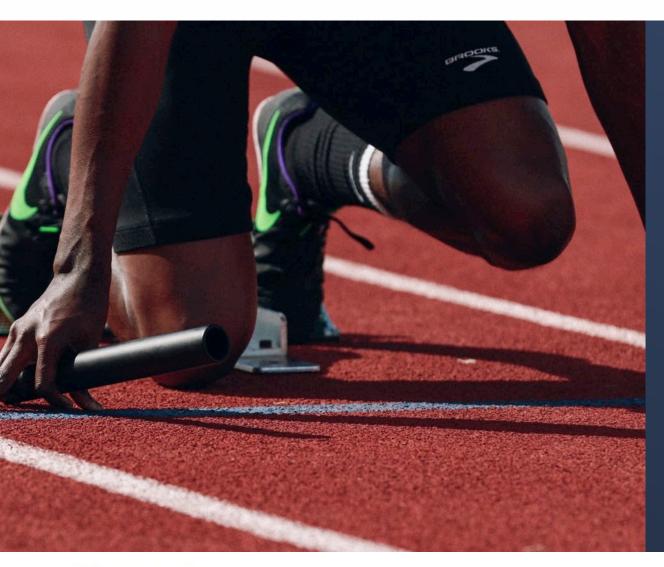
#### Organisational Capabilities of the RSCs



"But in some areas we are not that far yet, since we are stepping into unknown territory."



#### Future Challenges



- Close communication and interaction with our stakeholders
- Common development of realistic goals
- Interregional cooperation
- Implementation of secure, reliable and future proof IT platforms
- Overengineering and simplification



### The complexity in our business ...



