

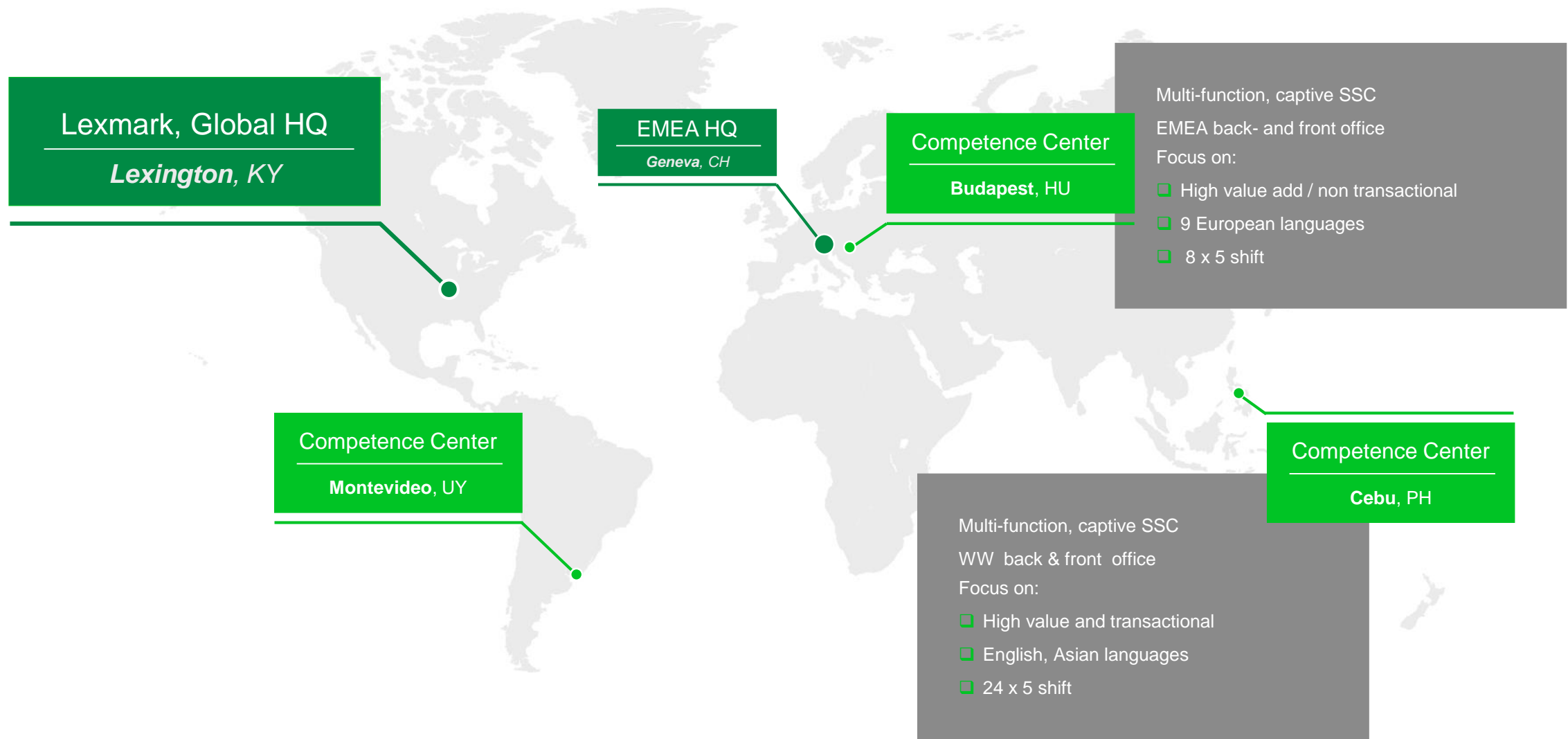
Lexmark's continuous journey to Global Business Services – GBS

Bill Santillan

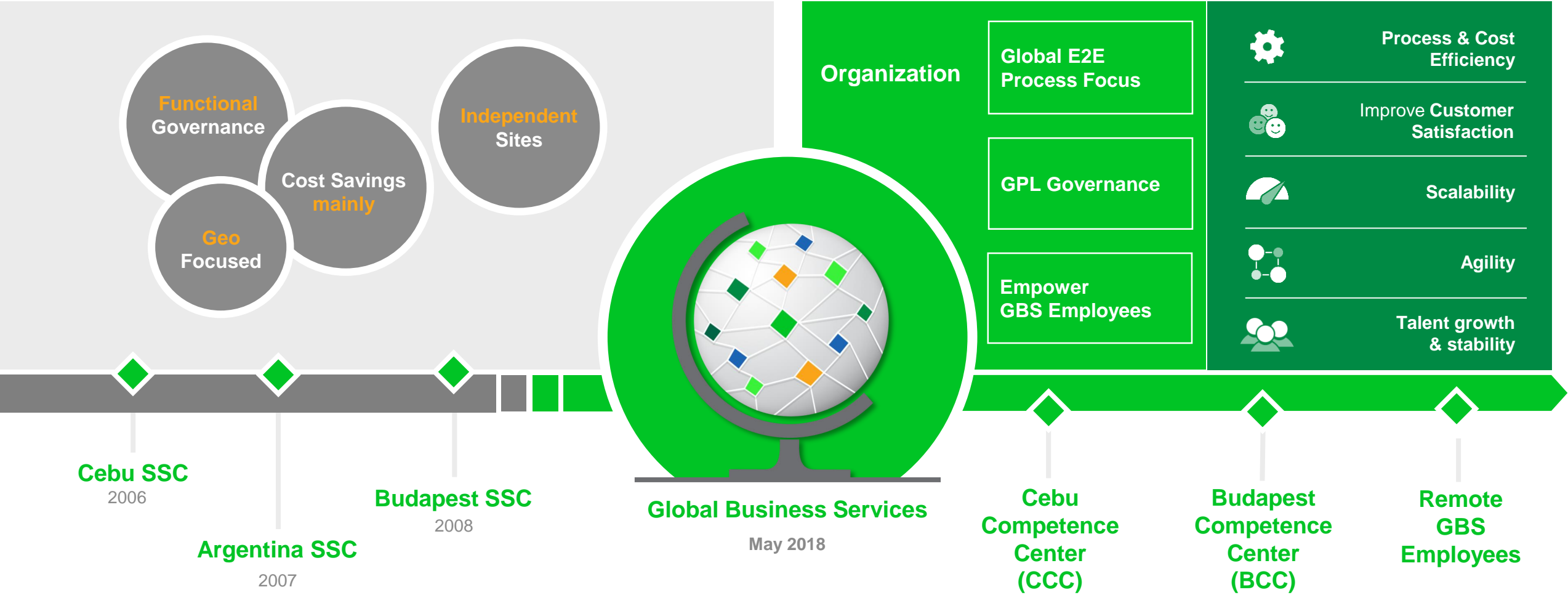
Cebu, May 2019



Lexmark's Competence Centers landscape as of 2019

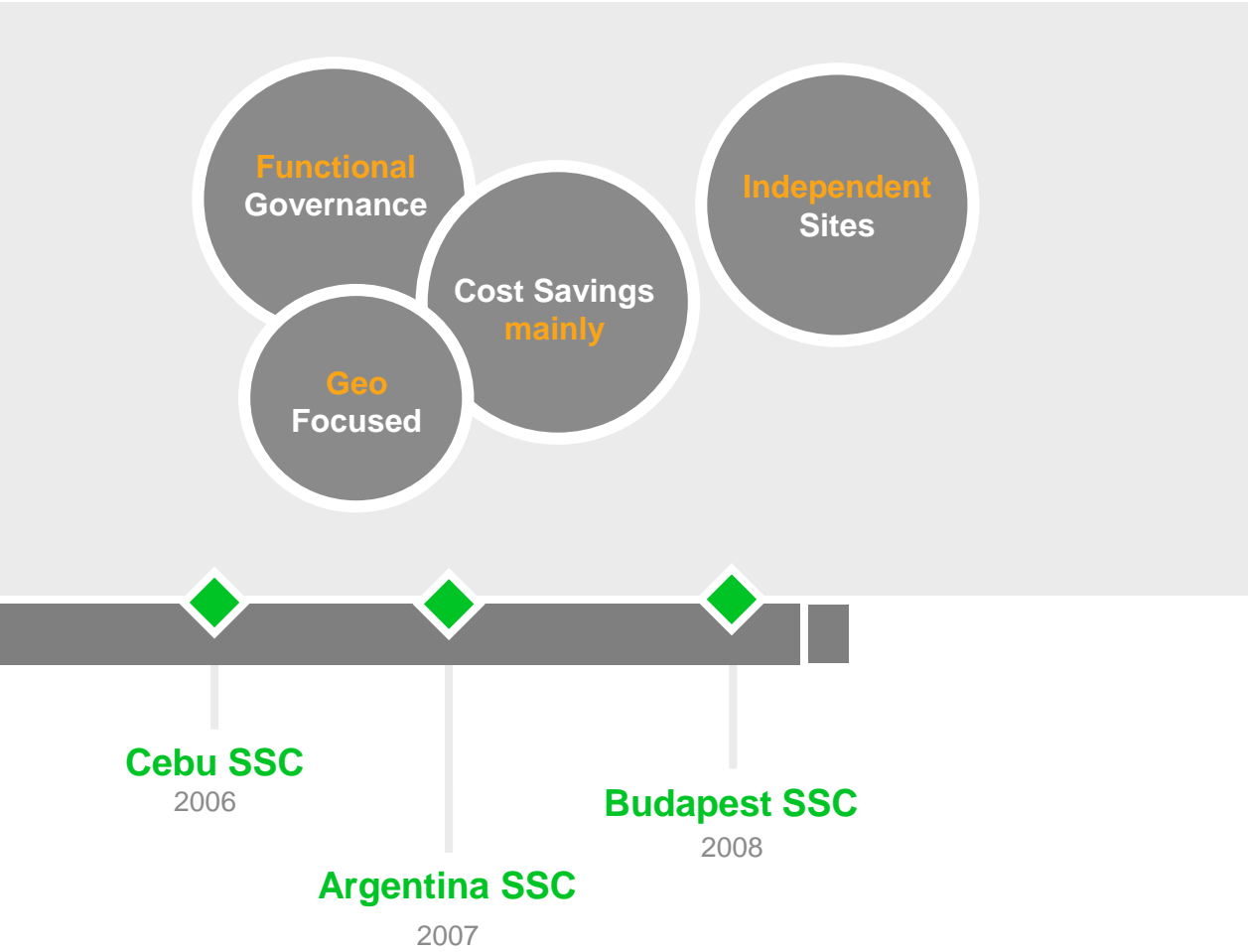


The Journey to Global Business Services

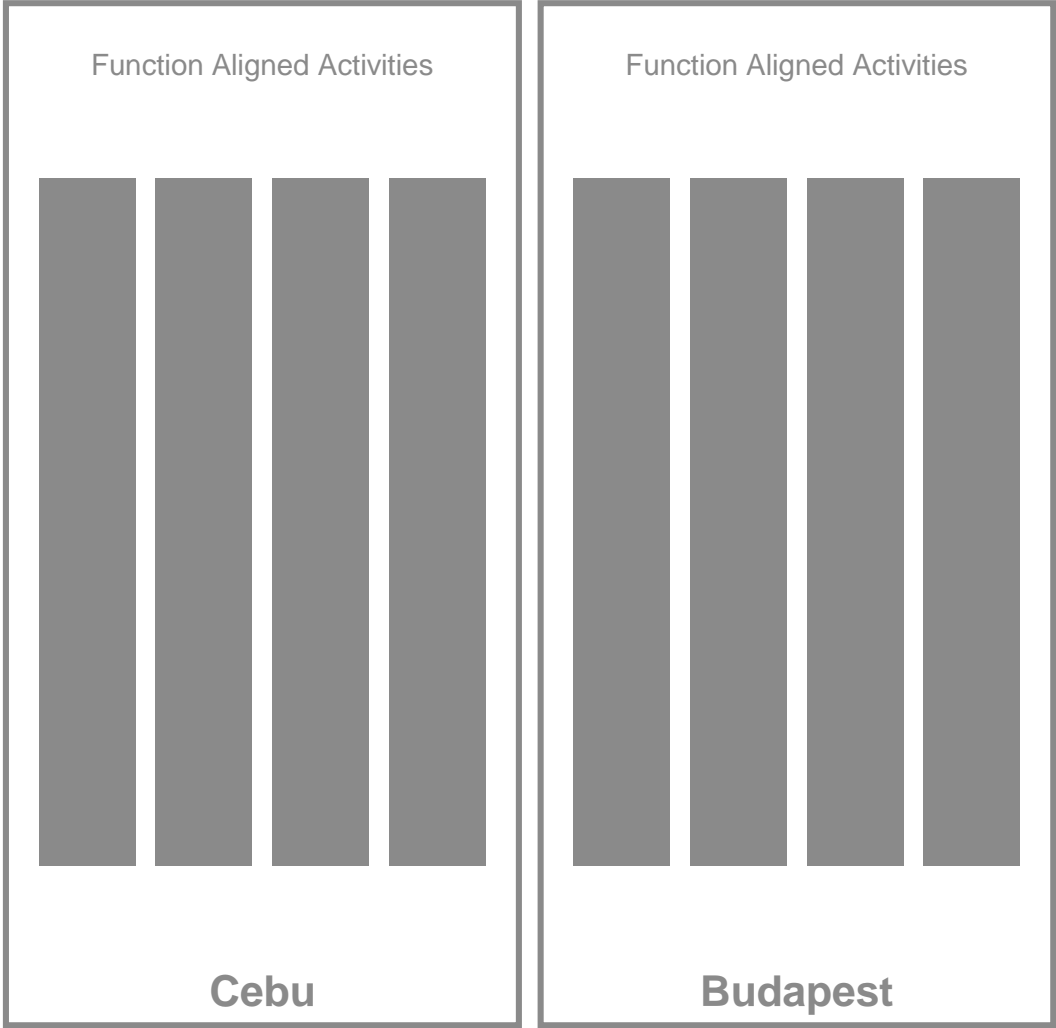


Building Foundations for Future Growth

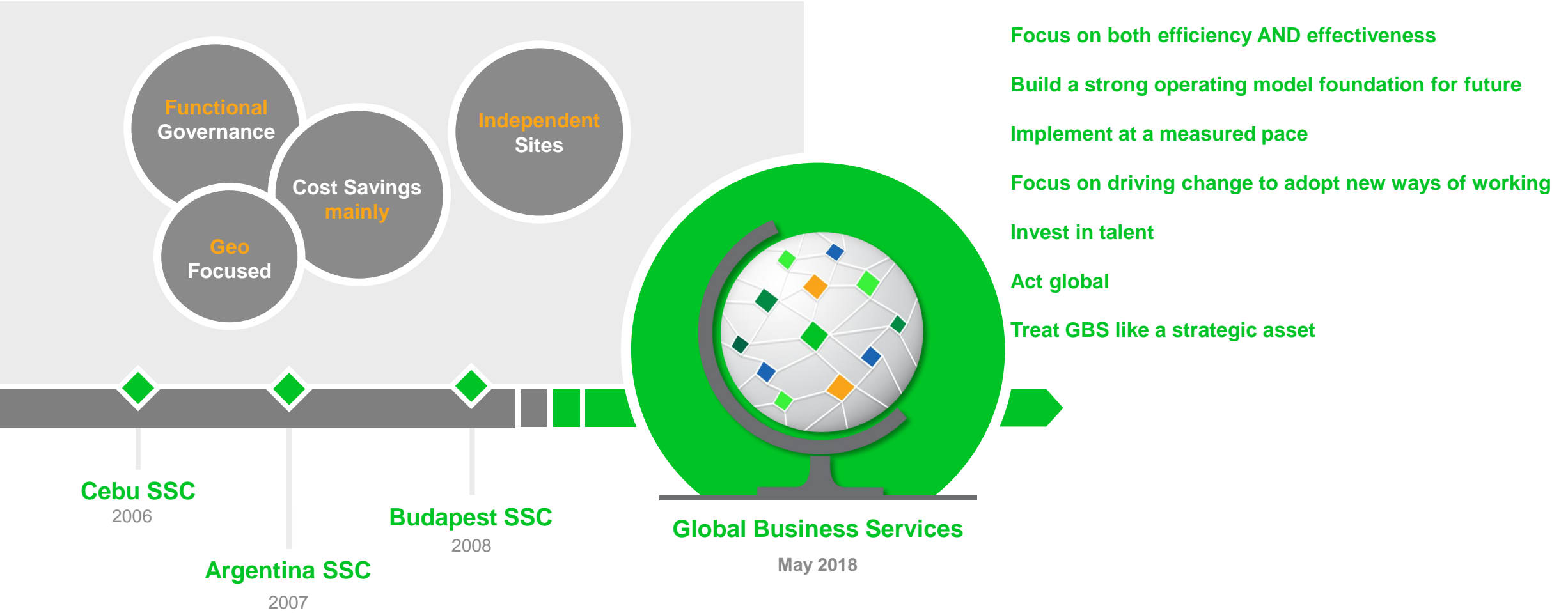
The Journey to Global Business Services



Functional Silos



The Journey to Global Business Services



Building Foundations for Future Growth

GBS Vision and Mission

Vision

To be a leading global business services organization providing advanced expertise, empowering all business units to overachieve their objectives.

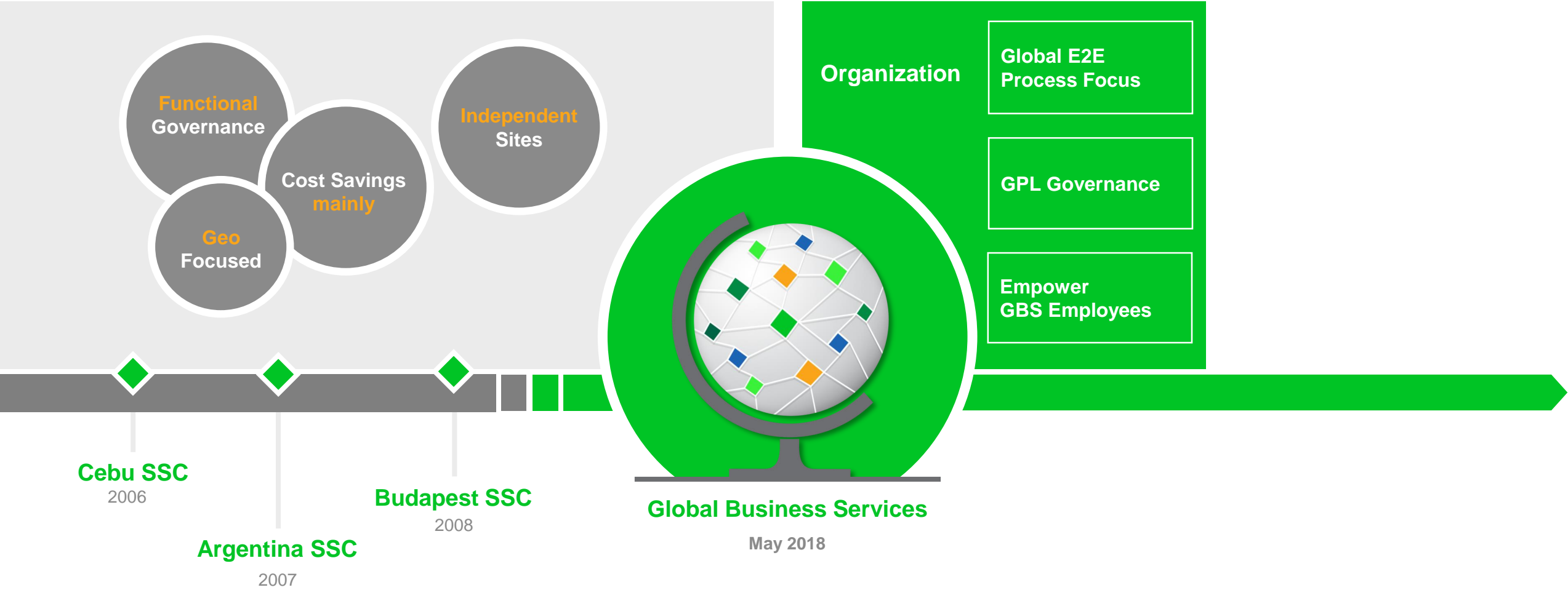


Global Business Services, by Lexmark
A professional solution for our business

Mission

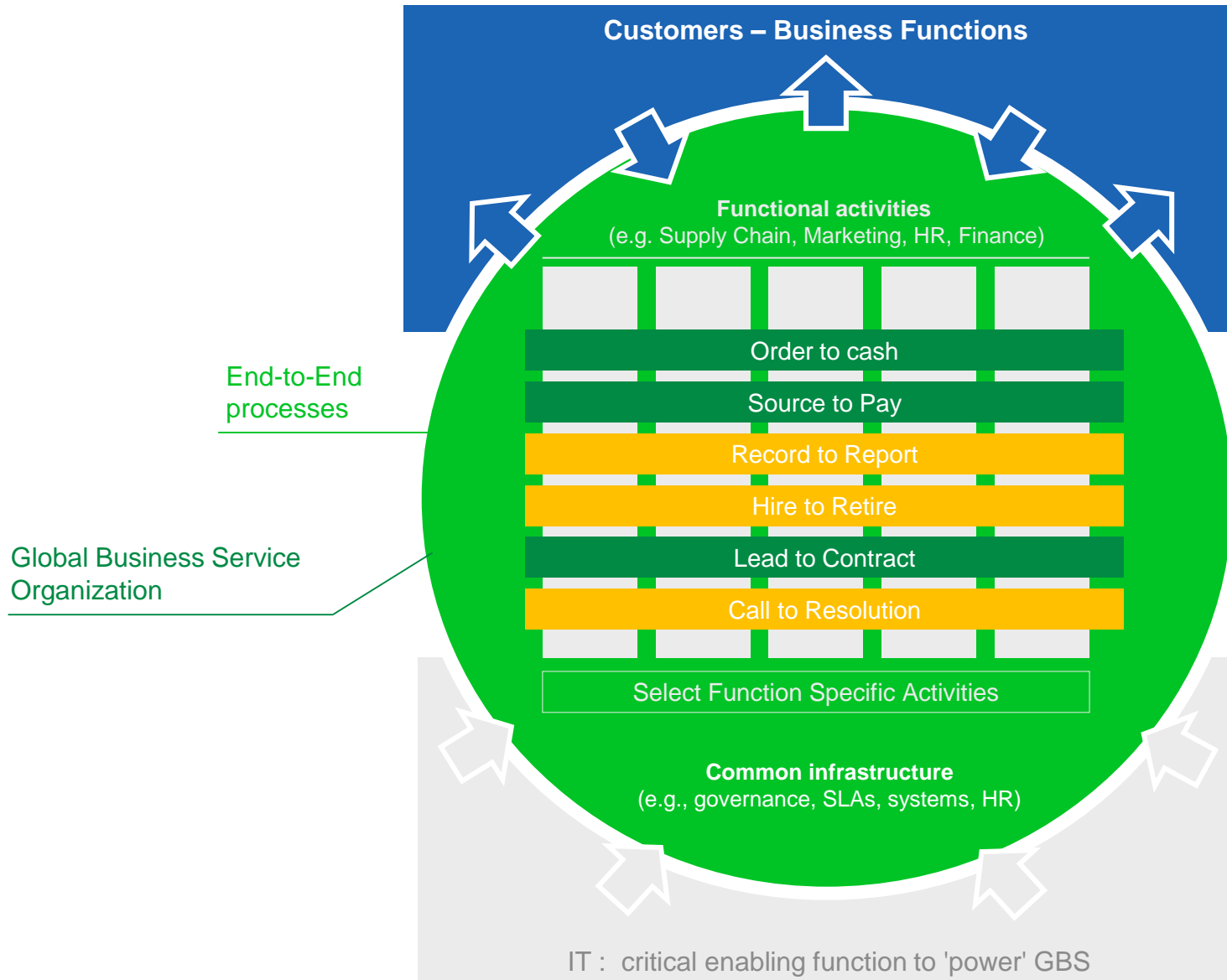
To provide Lexmark with global, innovative, agile, and customer-centric business processes that efficiently drive profitable growth.

The Journey to Global Business Services



Building Foundations for Future Growth

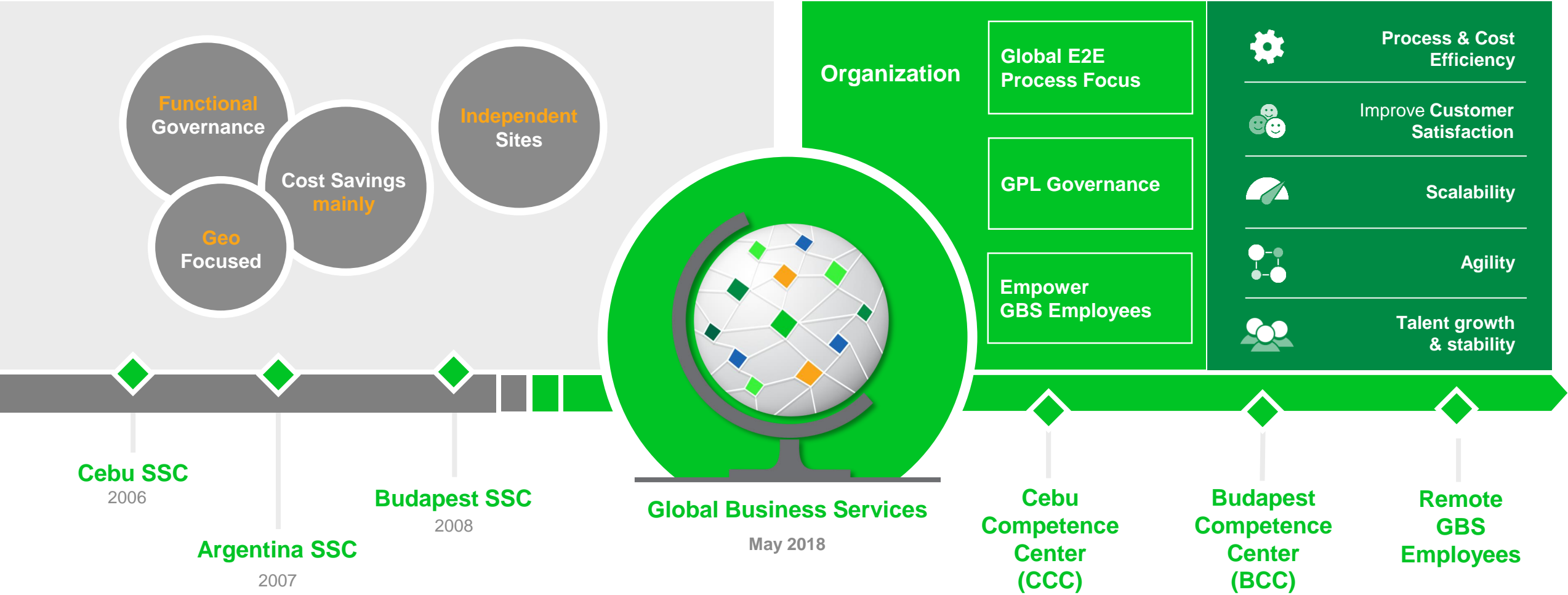
The Journey to Global Business Services



GBS enables strong focus on **E2E process** with **clear alignment and partnership with functions** to drive efficiencies



The Journey to Global Business Services



Building Foundations for Future Growth

What's next



Consolidation

Optimization

Harmonization

Simplification

Expand knowledge based activities and intelligent automation

Final Thoughts



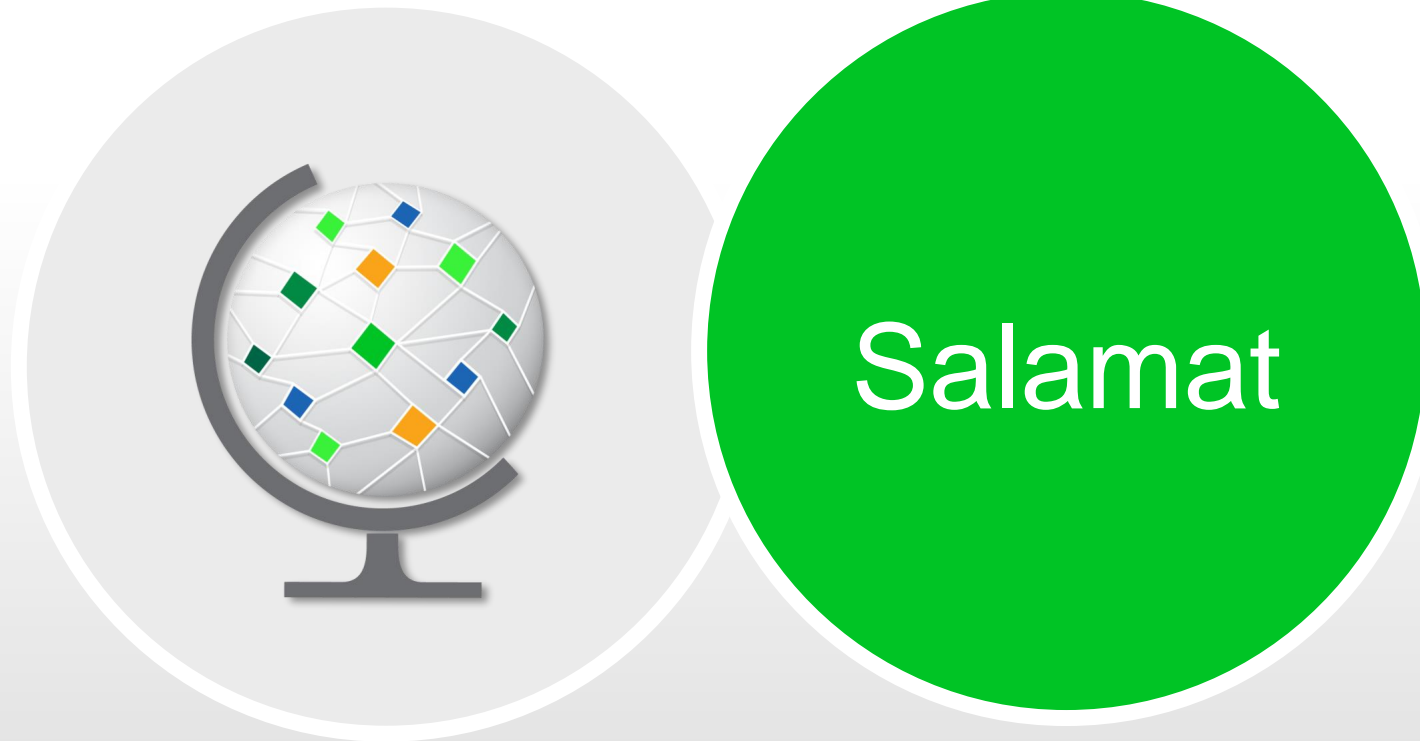
It is a journey

Strong CEO and Executive sponsorship

Build a strong team

Define & plan the path forward and execute timely

Communicate exhaustively





Lexmark™