

# 45 SHARED SERVICES ACRONYMS | YOU NEED TO KNOW

## FINANCE

<b>AP</b> Accounts Payable	<b>AR</b> Accounts Receivable	<b>DSO</b> Day Sales Outstanding	<b>ITFM</b> IT Financial Management	<b>FP&amp;A</b> Financial Planning & Analysis
<b>O2C</b> Order-to-Cash	<b>P2P</b> Procure-to-Pay	<b>R2R</b> Record-to-report	<b>ROI</b> Return on Investment	<b>S2P</b> Source-to-Pay

## TALENT

<b>BPO</b> Business Process Outsourcing	<b>eNPS</b> Employer Net Promoter Score	<b>EVP</b> Employee Value Proposition	<b>EX</b> Employee Experience	<b>FoW</b> Future of Work
<b>HCM</b> Human Capital Management	<b>HITL</b> Human-in-the-loop	<b>HRIS</b> Human Resources Information System	<b>H2R</b> Hire-to-Retire	<b>RPO</b> Recruitment Process Outsourcing

## TECH

<b>AI</b> Artificial Intelligence	<b>BPM</b> Business Process Management	<b>IA</b> Intelligent Automation	<b>IDP</b> Intelligent Document Processing	<b>ML</b> Machine Learning
<b>NLG</b> Natural Language Generation	<b>NLP</b> Natural Language Processing	<b>GAI</b> Generative AI	<b>OCR</b> Optical Character Recognition	<b>RPA</b> Robotic Process Automation

## INDUSTRY

<b>CoE</b> Center of Excellence	<b>GBS</b> Global Business Services	<b>SSC</b> Shared Services Center	<b>SSO</b> Shared Services Organization	<b>GPO</b> Global Process Owner
<b>CIO</b> Chief Information Officer	<b>CPO</b> Chief Procurement Officer	<b>CFO</b> Chief Financial Officer	<b>GCC</b> Global Capability Center	<b>GiCC</b> Global In-house Center
<b>CX</b> Customer Experience	<b>UX</b> User Experience	<b>EX</b> Employee Experience	<b>PoC</b> Proof of Concept	<b>IBS</b> Integrated Business Services