

The Pfizer Hub Formula: *Transactional to Transformational*





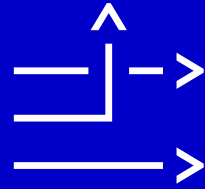
Aoife Allen FCA

Vice President of Finance & Global Business Services – Statutory, Treasury & Operational Transfer Pricing

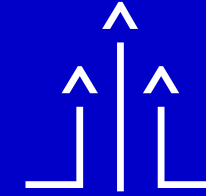
Site Lead for Pfizer's Dublin Strategic Hub

Chair of IBEC/BCPI GBS Steering Committee

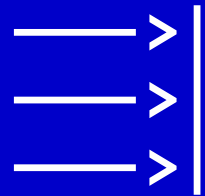
Our purpose: Breakthroughs that change patients' lives.



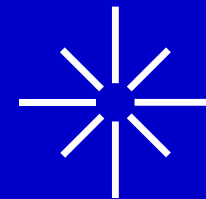
Courage



Excellence



Equity



Joy

Global Business Services (GBS) for Pfizer

Pfizer's GBS **enables it to deliver** on its purpose by amplifying excellence to help the business focus on changing patients' lives



Our GBS transforms fragmented, complex and intricate operational services into **centralised, simplified, and optimised solutions.**

We provide services to Pfizer across 7 key operational areas:



Order to Cash



Enterprise Services



Source to Pay



Transformation &
Project Management



Risk Management &
Compliance



Statutory, Operational
Transfer Pricing &
Treasury Services



Colleague Services &
Payroll

GBS has the expertise, diverse talent and global reach to **accelerate finance and business outcomes enterprise wide and supports 100% of Pfizer markets.**

Our customer centric capabilities



**BUSINESS PARTNER
PROCESSES**



**ENTERPRISE STRATEGY
SERVICES**



**CUSTOMER CENTRICITY &
INNOVATION**

Our GBS delivery model

We touch all aspects of the business, so we can **connect enterprise policy and strategy** for the local teams and individuals.



▶ 2,500+ GBS professionals



▶ 2,000 in 6 strategic hubs



▶ 500 in 65+ countries



▶ 30+ languages



▶ 1 global team



World-Class GBS Performance
(Hackett)

GBS Function of the Year Award
(Irish Pharma Industry)

Great Place to Work & Best for Women
Costa Rica & Caribbean
(CAC)

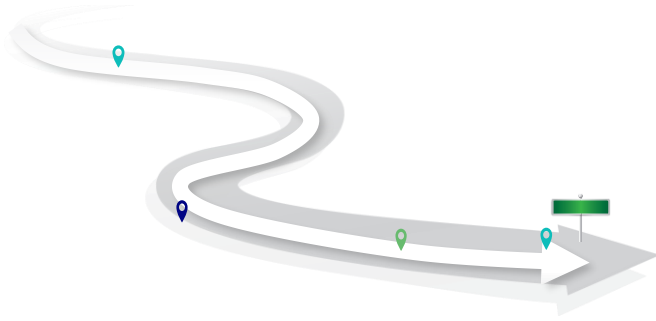
Best Employer Award
(Dalian Municipal – 7 consecutive years)

World’s first GBS Master’s program
(Ireland)

Graduate Program of the Year
(Irish Accountancy Awards)

A Site in Spotlight | Dublin Strategic Hub

In the last 25+ years, we have **evolved into a best-in-class GBS organisation** with capabilities that extend beyond centralised processes.



Regional Shared Service Centers

Supporting transactional finance

- European **Country by Country** migrations
- **Transactional Finance** activities only
- All functions supported by **region**
- **5 years** to complete



Global Financial Services (GFS)

Regional model goes global

- **Global strategic initiatives** e.g. Wyeth Acquisition & SAP migrations
- Establishment of **CoEs** with Global reporting lines
- Expansion of activities into **Finance Controllership**



Global Business Services (GBS)

Establish a world class GBS org

- **Expanded responsibilities** including Latest Estimate Reporting & Statutory, Fiduciary responsibility
- E2E Process Ownership with **global team management**
- Strategic partner for **enterprise-wide transformation**
- **Co-Location** creates a connected & innovative hub: *Finance & GBS, Commercial, Digital, Manufacturing & R&D*

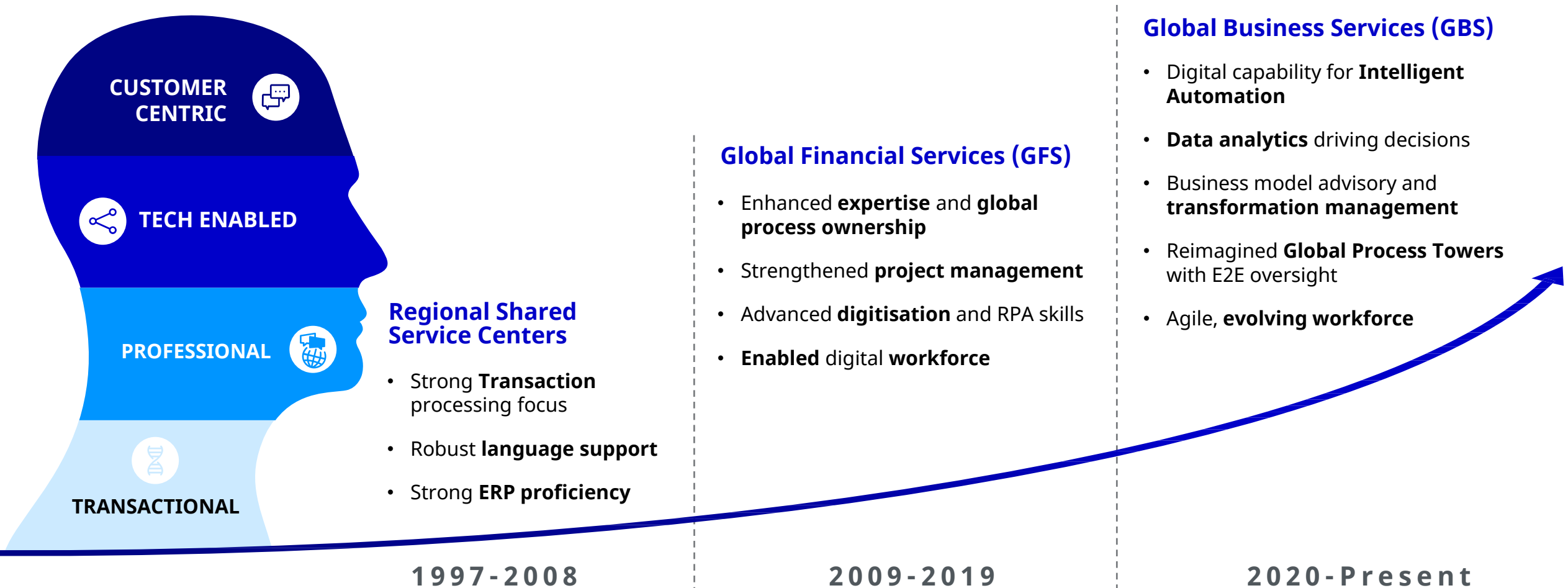
1997-2008

2009-2019

2020-Present

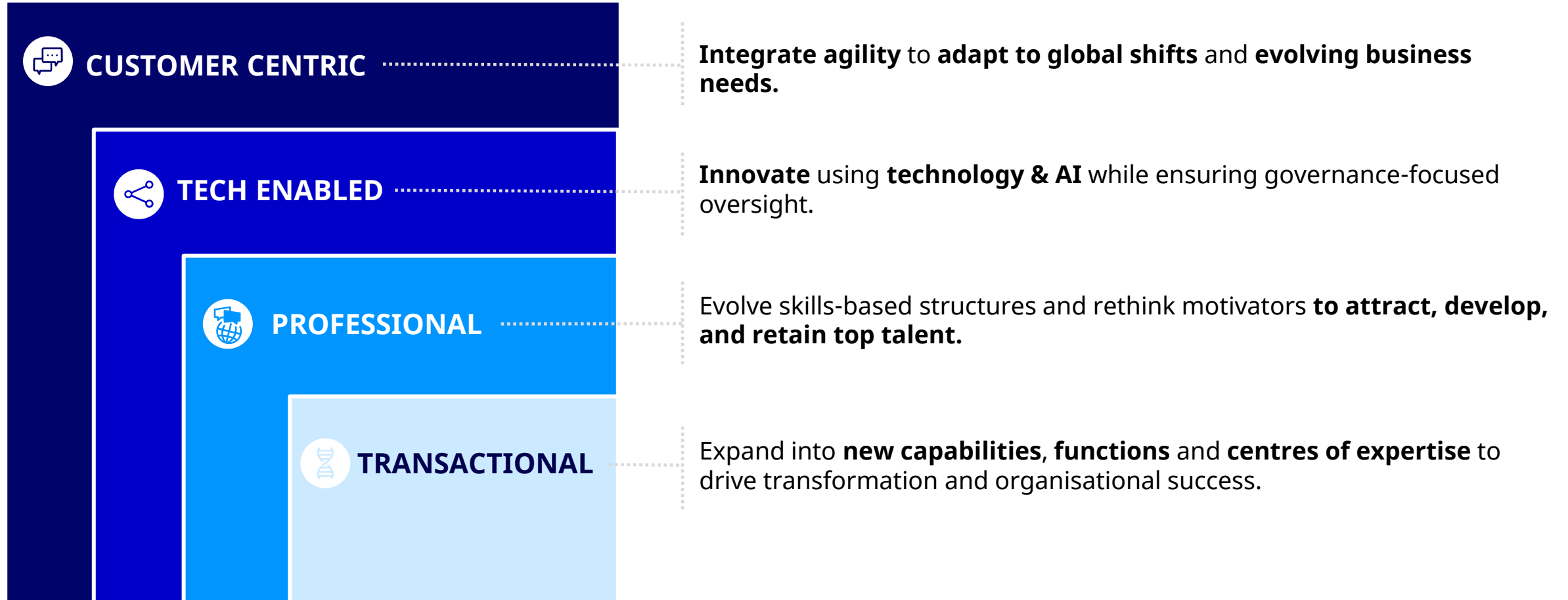
Evolution of the GBS professional

As the GBS organisation has evolved, our colleague capabilities and the typical GBS professional continues to expand to **take on new responsibilities and drive greater value**.



A Future for GBS

To enable the future of GBS, **we must innovate, achieve breakthroughs, and keep a step ahead** for our organisations.





Q&A