



UNITED NATIONS  
SUSTAINABLE  
DEVELOPMENT  
GROUP



# Business Innovation Group (BIG)

## Global Shared Services (GSS) Info Pack

Connecting services for a **better future**

November 2025

# Purpose

This info pack presents a concise overview of each prioritized Global Shared Service to support members of the Business Innovation Group in their efforts to drive internal decision-making towards increased uptake and usage of these GSS.



# Background

The UNSDG Efficiency Initiative, led by the Business Innovations Group (BIG), aim to reduce fragmentation and unlock operational consolidation and enable efficiency gains through scaling Shared Services at the global and local level. As of November 2025, BIG has a portfolio of 16 Global Shared Services (GSS).

- UN FLEET (UNHCR/WFP)
- UN Mobility - UN Booking Hub (WFP)
- UN Accommodation – UN Booking Hub (WFP)
- UN Medical and Wellness – UN Booking Hub (WFP)
- HR Benefits and Entitlements (UNDP)
- Payroll Services (UNDP)
- Payment Services (UNDP)
- Procurement Services – UN Web Buy Plus (UNOPS)
- UN Digital ID (Consortium) - led by HLCM
- UN Digital Hub for Treasury Solutions (UNHCR/UNDP)
- ERP (Quantum) as Services (UNDP)
- HR Services (non-staff) Partner Personnel Service (UNDP)
- HR Services (non-staff) (UNOPS)
- Global Asset Disposal Service (UNHCR)
- UN Digital Disposal & Auction Services (WFP)
- UN Facilities (UN Booking Hub) Services (WFP)

In March 2025, BIG Co-Chairs held bilateral consultations with nine entities advocating for consolidation of Global Shared Services (GSS), particularly, in procurement, payroll, and ERP platforms. BIG members proposed reducing the 8–10 service providers to 1–2 through interoperability and reciprocity agreements. This shift aims to enhance efficiency but requires addressing institutional resistance, especially around staff reassignment and re-skilling, which continues to challenge the scaling up of shared services.

Reaffirming this direction, BIG formally designated GSS as the top-priority efficiency stream during its 2 April meeting in Rome, 16 April virtual follow-up and 29 September in Vienna, citing its strong potential for inter-agency and system-wide impact.

# Newly Endorsed Services (April 2025)

Concise one-page summaries for each service are hyperlinked in the service title



Service	Service Provider	Brief Services Description
<a href="#">HR – Partner Personnel (PPSA)</a>	UNDP	A centralized service for contracting, managing, and supporting partner personnel, streamlining processes and reducing HR risks.
<a href="#">HR – Non-Staff Services</a>	UNOPS	A full-cycle HR solution for non-staff—covering onboarding, benefits, contracts, and exits—ensuring consistency and compliance across operations.
<a href="#">UN Facilities (UN Booking Hub)</a>	WFP	A digital booking platform for UN conference rooms, offices, and accommodation, optimizing resource use and simplifying logistics.
<a href="#">Digital Disposal &amp; Auction Services</a>	WFP	Provides secure, traceable digital asset disposal with auction capability for surplus electronics, minimizing reputational and security risks.
<a href="#">Global Asset Disposal Services</a>	UNHCR	Field-based solution for physical asset disposal in line with UN financial rules, improving compliance and facilitating shared asset recovery.
<a href="#">Quantum ERP Service</a>	UNDP	A hosted, cloud-based ERP solution (Quantum) for UN entities lacking internal platforms, offering secure financial and operational support.

[Access more detailed information in the approved business proposals here](#)

**For access issues:** Please click request access or contact [zamir.frotan@un.org](mailto:zamir.frotan@un.org) or [mao.kawada@un.org](mailto:mao.kawada@un.org)

# 10 Prioritized Services (2022-2024)

Concise one-page summaries for each service are hyperlinked in the service title

Service	Service Provider	Brief Service Description	Current Clients
<a href="#">UN FLEET</a>	WFP, UNHCR	Field ready vehicle leasing, optimize fleet performance and efficiency	17+
<a href="#">Payroll Services</a>	UNDP	End-to-end payroll processing for staff and non-staff, ensuring timely payments and regulatory compliance across countries.	15+
<a href="#">Payments Services</a>	UNDP	Global processing of payments to vendors, partners, and personnel with reconciliation, reporting, and fraud controls.	12+
<a href="#">HR – Benefits &amp; Entitlements</a>	UNDP	Delivery of statutory entitlements, education grants, Rental subsidy dependency allowance through standardized service delivery.	20+
<a href="#">UN Web Buy Plus</a>	UNOPS	An e-catalogue for common UN goods with harmonized specifications and pricing—no MOU required.	20+
<a href="#">UN Mobility</a> (UN Booking Hub)	WFP	One-stop-shop for staff travel, relocation, and shipment services, integrated into the UN Booking Hub.	17+
<a href="#">UN Medical &amp; Wellness</a> (UN Booking Hub)	WFP	Centralized pre-deployment medicals, emergency services, and wellness packages to support staff health and readiness.	2+
<a href="#">UN Accommodation Services</a> (UN Booking Hub)	WFP	Facilitates negotiated rates and standardized booking for UN staff accommodation during missions.	7+
<a href="#">UN Digital Hub for Treasury Solutions</a>	UNHCR/WFP	Centralized platform offering integrated digital treasury tools	3
<a href="#">UN Digital ID</a> (HLCM led)	UNICC	Secure, interoperable digital identity solution designed to streamline verification and access across the UN system,	6

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# Call to Action



- Initiate sign-up to relevant services at global level to avoid duplication of efforts at country level.
- Promote usage within entities and country offices to enable contribution to inter-agency efficiency.

## **Service Providers, with support from DCO provide:**

- Informational webinars, toolkits, and briefings
- Visibility in UNSDG GSS dashboard for tracking/reporting
- Support with onboarding

# Annexes

Service Name	Service Provider	KPIs	Cost Model	Efficiency Reported in 2023	Environmental Impact	Interoperability
UN FLEET	UNHCR/WFP	Fleet utilization rate, CO2 emissions	Lease and service fee	2.5M	High (low-emission vehicles)	System-wide integration
Payroll	UNDP	Payroll accuracy, processing time	Flat rate per staff per month	0.2M	Not indicated	With Quantum ERP
Payments	UNDP	Payment accuracy, time to settle invoices	Transaction-based fee	3.7M	Not indicated	With financial systems
HR (Benefits & Entitlements)	UNDP	Processing time, satisfaction rate	Cost-sharing based on number of users	6.2 M	Not indicated	ERP-integrated
UN Web Buy Plus	UNOPS	Procurement cycle time, satisfaction rate	Transaction-based fee	Nil	Standardized eco-procurement	ERP compatible
UN Mobility	WFP	Fleet utilization, trip count, CO2 savings	Annual fee based on fleet size	5.7M	High (CO2 savings from carpooling)	Fleet systems and ERP
UN Medical and Wellness	WFP	Number of visits, user satisfaction	Fixed rate per clinic service	0.6M	Paperless medical workflows	Web platform + mobile app
UN Accommodation	WFP	Occupancy rate, guest satisfaction	Fixed rate per guesthouse stay	4.6M	Paperless, energy efficiency	Web platform + mobile app
Partner Personnel Services Agreement	UNDP	Number of contracts managed, time to process contracts	Cost recovery based on transaction volume	New service	Not indicated	Supports integration with other ERP systems
HR Services (Non-Staff)	UNOPS	Recruitment cycle time, satisfaction rate	Fee per contract issued	New service	Not indicated	Integration with agency
UN Facilities Services	WFP	Facility usage rate, maintenance cost	Based on facility usage and maintenance fees	New service	Positive (green building practices)	Web platform + mobile app
Digital Disposal Services	WFP	Digital asset disposal rate, cost per asset	Service fee per disposal task	New service	Positive (e-waste management)	Web platform
Global Asset Disposal Services	UNHCR	Disposal cycle time, compliance rate	Per item disposed + fixed service fee	New service	Positive (reuse and recycling)	Not indicated
ERP (Quantum) Services	UNDP	System uptime, user satisfaction, cost per user	Subscription fee based on service usage	New service	Not indicated	ERP system

**Disclaimer:** This summary table was AI-generated based on business proposals. For the most accurate and up-to-date contact information, please refer directly to the official business proposal documents.

# GSS sign up status - November 2025

## GSS Dashboard

UNSDG entities excl. UN Secretariat entities

UN Secretariat entities

Entity	ERP Services	HR services	Partner Personnel Services Agreement	UN Accommodation (UN Booking Hub)	UN DHoTS	UN Digital ID	UN Facilities Services	UN Medical (UN Booking Hub)	UN Mobility (UN Booking Hub)	UN System Online Auctions	UN Web Buy Plus	UNDP HR Benefits and entitlements	UNDP Payment services	UNDP Payroll services	UNF
WMO	Global											Global	Country	Global	
WIPO		Global											Country		
WHO		Global		Global							Country	Country	Country	Country	Glo
WFP		Country		Global		Global	Global	Global	Global	Global		Country	Country	Country	Glo
UNV	Global		Global									Global	Country	Global	
UNRWA									Global		Country	Country	Country	Country	
UNOPS									Global		Global		Country	Country	
UNIDO											Country		Country		Glo
UNICEF		Country		Global		Global	Country		Global		Country		Country		Glo
UNHCR		Global		Global	Global	Global			Global		Global		Country	Country	Glo
UNFPA	Global		Global	Global					Country		Country	Global	Country	Global	Glo
UNESCO		Country							Global		Country		Country		Glo
UNDP		Country	Global	Country	Global	Global	Country		Global		Country	Global	Country	Global	
UNCDF	Global		Global									Global	Country	Global	
UNAIDS			Global						Country		Country	Country	Country	Country	
UN Women	Global		Global						Country		Country	Global	Country	Global	
ITU												Global	Country	Global	
ITC		Global									Country	Global	Country	Global	
IOM		Country		Global	Global				Country		Country		Country		Glo
ILO									Global		Global		Country		Glo
IFAD			Global						Global			Country	Country	Country	Glo
FAO			Global						Global	Global	Global		Country		Glo

This dashboard is under development and has not been released. The information contained may not be accurate.

Global agreement

Country agreement

No agreement

# GSS sign up status - November 2025

## GSS Dashboard

UNSDG entities excl. UN Secretariat entities

UN Secretariat entities

Entity	ERP Services	HR services	Partner Personnel Services Agreement	UN Accommodation (UN Booking Hub)	UN DHoTS	UN Digital ID	UN Facilities Services	UN Medical (UN Booking Hub)	UN Mobility (UN Booking Hub)	UN System Online Auctions	UN Web Buy Plus	UNDP HR Benefits and entitlements	UNDP Payment services	UNDP Payroll services	UNFLEET	UNHCR GDS
MONUSCO		Country				Global										
OCHA						Global			Country	Country		Global	Country	Global	Global	Global
OHCHR						Global			Country			Global	Country	Global	Global	Country
UN DESA						Global							Country			
UN DPPA		Country				Global										
UN ECA		Country				Global							Country			
UN ECLAC						Global							Country			
UN ESCAP						Global					Country		Country			
UN ESCWA						Global							Country			
UN RCO						Global			Country						Country	Global
UNAMI						Global										
UNCTAD						Global						Country	Country	Country		
UNDPO						Global										
UNDRR		Country				Global										
UNDSS		Country				Global										
UNEP		Global									Country	Country	Country	Country		
UN-HABITAT		Global				Global						Country	Country	Country	Global	
UNIC						Global										
UNMC						Global									Country	
UNOAU															Country	
UNODC						Global			Country				Country			
UNON						Global	Country	Country	Country						Country	
UNSMIL						Global										

This dashboard is under development and has not been released. The information contained may not be accurate.

Global agreement    Country agreement    No agreement

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