

Summary

Jerred Crosby is a partner with ScottMadden and has led client initiatives in ScottMadden's corporate & shared services and energy practices. With more than 15 years of consulting on domestic and international projects, Jerred brings extensive experience in shared services, operations improvement, outsourcing implementations, technology optimization, merger and acquisition integration, and project and change management. His industry experience includes energy, entertainment, pharmaceuticals, manufacturing, telecommunications, agriculture, healthcare, and non-profits. Jerred holds an M.B.A. from the University of North Carolina Kenan-Flagler Business School and a B.A. from the University of Calgary, where he was an Academic All-Canadian Athlete.

Areas of Specialization

- Shared services
- Operational excellence/best practices
- Technology optimization
- Mergers and acquisitions
- Human capital management
- Strategic and business planning
- Organizational design and staffing
- Project management

Recent Assignments

- Assessed the performance of an HR and employee services organization. Provided recommendations to processes, services, governance, organizational structure, reporting, workflow, technology and vendor management
- Led an information security maturity assessment for a multifunction shared services organization, including evaluation of current practices, identification of barriers, solution design workshops, and recommendations
- Developed a future state global HR operations model for an oil super-major. Led a workshop with global leaders to validate design, ensure diverse business, global, and local needs were met, and promote buy-in
- Created a future state HR delivery model for a global non-profit including operational improvements, delivery model taxonomy, expansion of enterprise level services, business case, quick-wins, and implementation plan
- Led the approach for a Workday human capital and payroll implementation, coordinated functional and technical team alignment, and oversaw data conversion, testing, reporting, and deployment workstreams
- Developed the approach and implemented a 32-country global payroll solution for a large entertainment company, leading a third-party payroll service/technology vendor, HR, and finance resources
- Established the business integration approach and led the subsequent business integration activities, supporting heads of a joint project management office, for a large electric utility transmission acquisition
- Led a client team to review and identify areas of improvement for a power generation industry oversight organization's management model to align with industry best management principles and internal goals
- Designed a customer engagement plan for an internal environmental services organization including product and services definitions, revenue and cost traceability, communication materials, and account management
- Developed and implemented a metrics-reporting approach for a multifunction shared services center
- Assisted a multifunction shared services client with the development and implementation of a new management operating model intended to increase integration, improvement, and ownership in performance
- Developed a strategic plan for a multifunctional shared services center by evaluating customers, services, organization structure, talent, technology, analytic capabilities, goals, and opportunities. The plan prioritized actions including service growth, integration, and improvement opportunities
- Completed a value assessment of a HR and payroll service organization demonstrating cost savings, improvements to processes and controls, customer service, and a case for further expansion
- Supported the leadership of a multifunction service center through a transformation that included realignment and re-staffing, system replacement initiatives, service expansion, and enhanced infrastructure
- Conducted an HR and payroll shared services design, business case, and implementation plan for an industry-leading construction product and services company
- Established and initiated the change management plan and change implementation team for a healthcare provider transitioning HR to a shared services delivery model
- Planned and led change management for a multifunction shared services implementation following a utility merger. Focused on products and services, customer relationship managers, service level agreements, billing, and performance management capability

- Led change management for a newly merged utility multifunction shared services implementation across product and service definition, customer relations, service level agreements, billing, and performance mgmt.
- Led client through a shared services operations audit. Reviewed products and services, customer base, staffing, technology, performance management, and management infrastructure. Developed prioritized recommendations and schedule for service additions and improvement initiatives
- Project managed the implementation of an employee health wellness program for an off-shore manufacturing population through strategic planning, vendor selection, systems integration, communications, rollout, and transition to the ongoing shared services operations team
- Transferred HR and employee services to a global shared services model, including payroll, policies, leaves management, and the outsourcing of benefits – health, savings, and pension plans, and change management
- Assisted with the post-merger integration of benefits and HR service centers and delivery model, including harmonization of policy and processes, systems, and design and execution of change management
- Designed and facilitated the prioritization of annual capital expenditure projects proposed by business units for a shared services IT development center for a global telecom company