Summary

Patricia Ferris joined ScottMadden in 2004. Her consulting experience spans a number of areas in human capital management (HCM) and other corporate functions, including operations improvement and process redesign, service delivery model and organizational design, strategy development, and project management. Prior to joining ScottMadden, Trish worked in management consulting for A.T. Kearney and at The Advisory Board Company, where she conducted research and analysis and wrote tactical recommendations and implementation materials for hospital-related strategic and operational issues. Trish holds an M.B.A. from the University of North Carolina Kenan-Flagler Business School, and she received an undergraduate degree, with a double major in Arabic language and international relations, from Georgetown University.

Areas of Specialization

- Multifunction Shared Services
- Human Capital Management
- Assessments
- Design and Implementation
- Delivery Model Optimization
- Program and Project Management

Recent Assignments

- Led an assessment of corporate support functions, including finance, HR, supply chain, real estate, and security, for a global professional services firm and developed a multifunction shared delivery design and supporting business case. As part of the subsequent implementation phase, led a key technology assessment to evaluate functionality, data quality, level of automation, and reporting/analytics capabilities, as well as process optimization efforts for services moving to shared services
- Conducted an HR technology platform evaluation for an independent system operator. Established the overall HR technology future state vision, developed future state business and technology requirements, facilitated discussions on the prioritization of requirements, selection criteria, and business drivers, and delivered recommendation on the best-fit HR technology platform
- Conducted an audit of existing HR shared services and identified areas for improvement for a global manufacturing company. Based on the audit findings, provided continued support for improvements in technology, knowledgebase, change management, and governance
- Led assessment of centralized support service model for a global engineering organization to identify improvement opportunities and support global expansion. In-scope assessment functions included engineering, finance, HR, and IT
- Led an assessment of the talent acquisition delivery model for a global healthcare organization. Recommended improvements to ensure scalability for future acquisitions, including going-forward operating model, detailed work activities by geography and delivery channel, identification of delivery placement-based-employee hire types, enhancements to HRIS, including sourcing and scheduling applications, and potential activities for outsourcing
- Led the assessment, design, and implementation of a new HR global service delivery model for a financial services institution. Effort included an assessment of current policies and processes, design of future state operating model, including service placement, organization structure and sizing, and future state policies and processes
- Led the evaluation and subsequent transformation of global HR operations for a medical device company, including organization structure, service delivery, processes, and technologies. Identified a best-fit future state service delivery model that accounted for organizational complexities and company culture. Led the phased implementation for all key work streams, including organization design and staffing, policy harmonization and process redesign, knowledgebase content development, training, solution center operations design, communications, change management, and marketing
- Led the evaluation of and business case for a best-fit service delivery model and HRIS solution for a newly merged consumer packaged goods company. Evaluated current state service delivery and HR technology for the legacy organizations and developed future requirements. Recommendations included changes to the HR service centers, COEs, and field HR; HRIS system requirements; system evaluation; cost of implementation and ownership; implementation phasing; and risk mitigation strategies. Oversaw the service delivery model and HRIS implementation for all key work streams, including but not limited to organization design, change management, HRIS configuration and testing, customer care technology design, and training