

## Corporate & Shared Services



### **Unmatched Experience. Actionable Results.**

ScottMadden has been a pioneer in corporate and shared services since the practice began decades ago. We employ deep, cross-functional expertise to produce practical, measurable solutions.

#### **Our Scope**

Since the early 1990s, our team has completed more than 1,100 projects, including hundreds of large, multi-year implementations. We work across support services, including finance and accounting, human resources, information technology, supply chain, and business administrative services, and our clients range across a variety of industries from entertainment to energy to high tech.

No other firm has helped more clients with more unique solutions than ScottMadden.

#### **Our Personalized Approach**

Before we begin any project, we sit down and listen to our clients' needs and challenges to get a deep understanding of what they are facing. Then, working side-by-side, we apply our hands-on learning and an adaptable framework to achieve practical, measurable results that can be immediately put to use. We don't employ canned methodologies or push cookie-cutter solutions, because that's not what our clients need. Our team believes that client success is the most important measure of our own success. We will do what it takes to get it done right.

# More projects. More solutions. More ways to get it done right.

## Areas of Focus

- Finance and Accounting
- Human Resources
- Information Technology
- Supply Chain
- Business Administrative Services (e.g., real estate, facilities, and security)

## Capabilities

### Assess and Plan:

- Strategic planning
- Feasibility analysis
- Benchmarking
- Leading practice assessment
- Performance evaluation
- Project planning
- Leadership education and buy-in
- Staff evaluation
- Change readiness assessment
- Site visits

### Design:

- Current state analysis
- Future state design
- Business case development
- Service delivery model design
- Work scope delineation
- Sourcing evaluation
- Organizational design
- Technology evaluation
- Transformation planning
- Implementation planning
- Change management

**Our shared services clients typically have a 40% return on investment and are able to reduce headcount by 25% when implementing a shared services model.**

### Build:

- Project management
- Service and transaction center build
- Detailed organization design
- Staffing
- Process redesign
- Technology design, selection, implementation, and support
- Education and training
- Facility design and set-up
- Change management

### Improve:

- Analytics set-up and deployment
- Operations improvement
- Service expansion
- Cost reduction
- Process redesign
- Technology upgrade
- Merger and acquisition integration
- Field resource development
- Customer satisfaction measurement

To learn more about getting it done right, visit us at [scottmadden.com](http://scottmadden.com) or call 404.814.0020.

## LOCATIONS

### ATLANTA

3495 Piedmont Road, NE  
Building 10, Suite 805  
Atlanta, GA 30305  
404.814.0020

### RALEIGH

2626 Glenwood Avenue  
Suite 480  
Raleigh, NC 27608  
919.781.4191