

Mature HR Shared Services Assessment

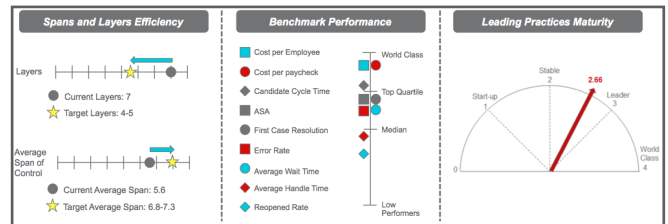
Know Where You Stand Compared to Your Peers

Periodic operational assessments push shared services organizations to continually evolve and improve current operations. Ongoing innovations are the hallmark of leading practice shared services organizations. So how do we help you get there?

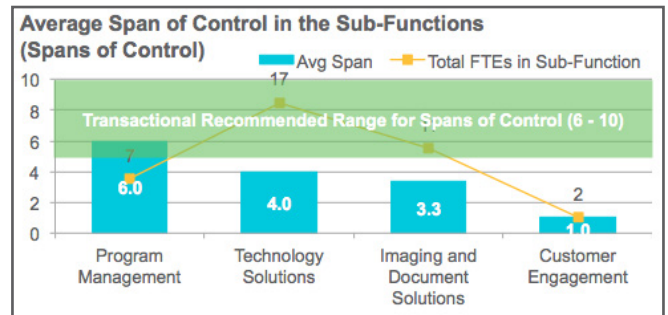
ScottMadden's mature HR shared services assessment helps you answer:

- How am I performing compared to others?
- What should we be doing differently?
- What's next in the evolution of our HR shared services?

ScottMadden will conduct an in-depth analysis of your organization's current scope of services, organizational structure, high-level processes, staffing, systems, and costs and compare them against benchmarks in the industry.



ScottMadden will then analyze your organization's operations as they compare to leading practices within the industry.



Finally, we will prioritize detailed improvement opportunities based on your criteria, whether that be cost, technology, or staffing elements, and recommended improvement opportunities—for quick wins and long-term successes.

Key Recommendation	Quadrant	Change Readiness	Level of Effort	Impact	Long Term / Quick Hit
1. Create a Process Audit and Oversight Function	People / Organization	🟢	🟡	🟢	Quick Hit
2. Create a Controls and Compliance Function	People / Organization	🟢	🟡	🟢	Quick Hit
3. Strengthen Junior Resource Development	People / Organization	🟢	🟡	🟡	Long Term
4. Develop a Customer Care/Channel Strategy	People / Organization	🟢	🟡	🟡	Long Term
5. Reposition Analytics to be a Strategic Organization	People / Organization	🟡	🟡	🟡	Long Term
6. Realign Payroll Processes	People / Organization	🟢	🟡	🟡	Quick Hit
7. Strengthen Recruiting Support	People / Organization	🟡	🟡	🟡	Long Term
8. Expand Customer Base	People / Organization	🟢	🟡	🟡	Long Term
9. Strengthen Documentation	Policy / Process	🟢	🟡	🟡	Quick Hit
10. Establish a Data Governance Model	Policy / Process	🟢	🟡	🟡	Long Term

Get started on your mature HR shared services. Contact us at info@scottmadden.com.

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