FINANCE SHARED SERVICES

SNAPSHOT

scottmadden
MANAGEMENT CONSULTANTS

ScottMadden and APQC recently completed the third cycle of our annual Finance Shared Services Benchmark Study. In this infographic, we share a few highlights from the results in the areas of global business services, data analytics, end-to-end process models, and adoption of other trends. We will share additional benchmark highlights soon—see how you compare!

The GBS expansion continues

43%
of participants have regional centers with global management integration

3%
are not global

27%
of participants operate with a single global center

27%
of participants have regional centers run independently or site/country-specific centers

End-to-end processes—becoming the norm

E2E
Over 95% of participants have implemented at least one end-to-end process

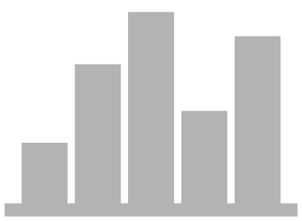
P2P
79% have procure-to-pay in scope

O2C
59% have order-to-cash in scope

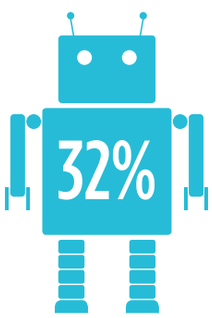
R2R
45% have record-to-report in scope

Cost savings, including labor savings, are reported as a key benefit.

Following the trends



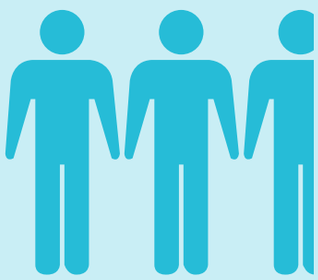
Nearly 90% report using data analytics and their maturity using analytics is increasing



About one third of participants have implemented or are piloting process robotics for at least one process step

Another 35% are on their way or are considering this technology

Why does performance matter?



Top performers are 2.7 times more cost effective in operating shares services...

...and 1.5 times more cost effective in running finance overall

Find out more about **shared services cost**, **staffing**, and **performance**.

Email us at **info@scottmadden.com** to receive additional **highlights from ScottMadden** and APQC's **2016 Finance Shared Services Benchmark Study**.