

ScottMadden to Unlock the Value of Shared Services during Higher Education Event

ATLANTA, GA – (March 29, 2017) – ScottMadden, Inc., a general management consulting firm, will join industry leaders as a sponsor and presenter at SSON’s [Shared Services in Higher Education \(SSHE\)](#) event being held April 24–26 at the Omni Dallas Hotel at Park West in Dallas, TX. The event will include a learning lab and case study from the ScottMadden team, providing practical insight to help leaders meet current and future shared services goals.

What are the key success factors for achieving significant change? ScottMadden’s learning lab will focus on how to utilize a clear-cut and agile change management process to ensure the overall success of the shared services organization. [Courtney Jackson](#), partner at ScottMadden, and Laura Campbell, director at ScottMadden, will review leading practice service delivery models in higher education, touch on techniques for building a business case, and discuss how to leverage change management tactics to overcome organizational constraints. They will also explore a case study that applies these concepts, including the importance of establishing a baseline for operational effectiveness and customer satisfaction.

Ms. Jackson and Ms. Campbell will then join Mr. Wade Epp, associate vice-president of services at the University of Saskatchewan, to review their network-based service model, ConnectionPoint. The case study session, “Connecting Processes, Technologies, Facilities, and Customers in a Progressive Service Network,” will share how the university designed and launched a unique solution to overcome traditional higher education constraints. This solution resulted in delivering effective multi-function shared services across campus.

“We are excited to share how the University of Saskatchewan overcame challenges that we frequently encounter in higher education, such as staffing, available space, disparate and antiquated systems, and campus buy-in. From a high level of dean involvement to an innovative approach to balancing service proximity with effective use of off-campus space, the university has succeeded in establishing a leading-edge model,” said Ms. Jackson.

For information related to ScottMadden’s insights and key success factors for shared services, please [contact us](#).

About ScottMadden’s Corporate & Shared Services Practice

ScottMadden has been a pioneer in corporate and shared services since the practice began decades ago. Our Corporate & Shared Services practice has completed more than 1,500 projects since the early 90s, including hundreds of large, multi-year implementations. Our clients span a variety of industries from entertainment to energy to high tech. Examples of our projects include business case development, shared services design, and shared services build support and implementation.

About ScottMadden, Inc.

ScottMadden is the management consulting firm that does what it takes to get it done right. Our practice areas include Energy, Clean Tech & Sustainability, Corporate & Shared Services, and

Grid Transformation. We deliver a broad array of consulting services ranging from strategic planning through implementation across many industries, business units, and functions. To learn more, visit www.scottmadden.com | [Twitter](#) | [Facebook](#) | [LinkedIn](#)

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