



Corporate & Shared Services

Experienced Shared Services Design and Implementation Counsel

ScottMadden and Eduardo Prada have worked together for 10 years designing and building shared services operations in the USA and LATAM. Together we combine consulting tools, leading practices, and benchmarks with 10 years of shared services practitioner experience.

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.

10 years of shared services consulting expertise joined with 10 years of practical experience operating a shared services center

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.

Consulting and Practitioner Advisory Services

Areas of Focus

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

Capabilities

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
- Strategic planning
- Benchmarking
- Leading practice assessment
- Change readiness assessment
- Costing of services

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
- Process maturity models

LOCATIONS

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To learn more about getting it done right, visit us at scottmadden.com or call 404.814.0020.