

ScottMadden Focuses on How to Improve HR Shared Services

ATLANTA, GA – (October 12, 2017) – ScottMadden, Inc., a general management consulting firm, will sponsor and present at SSON’s [HR Shared Services & Outsourcing \(HRSSO\) Summit](#) to be held October 16–19 in Orlando, FL. During this event, ScottMadden’s team will deliver valuable presentations focused on advancing your HRSSO knowledge.

[Courtney Jackson](#) and [Patricia Ferris](#), partners at ScottMadden, and Adithya Mathai, director at ScottMadden, will present a workshop entitled, “How to Understand, Engage, and Satisfy Your Internal Customer.” This session will focus on the potential for shared services to transform how the workforce interacts with HR.

“Effectively serving HR internal customers, your employees, is the key to a successful shared services delivery model. The customer experience continues to be an integral component of how we structure and execute services to maximize the potential of HR organizations,” said Ms. Jackson.

Additionally, [Scott Manning](#), partner and corporate & shared services practice leader at ScottMadden, and [Karen Hilton](#), partner at ScottMadden, will share highlights and analysis from the fifth cycle of ScottMadden’s HR Shared Services Benchmarking Study.

“We continue to examine the characteristics that separate top performing shared services organizations and look forward to sharing highlights from our analysis at the Summit,” said Ms. Hilton.

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 1,600 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, Grid Transformation, and Rates, Regulation, & Planning. 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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