



scottmadden

MANAGEMENT CONSULTANTS

ScottMadden's Corporate & Shared Services Practice

October 2017

Smart. Focused. Done Right.®



Who We Are

ScottMadden is a management consulting firm with more than 30 years of deep, hands-on experience.

We deliver a broad array of corporate and shared services consulting services—from strategic planning through implementation—across many industries, business units, and functions.

WE DO

**WHAT IT TAKES
TO GET IT DONE
RIGHT**

CORPORATE & SHARED SERVICES

EXPERIENCE

Our experienced team has been a pioneer in corporate and shared services since the practice began decades ago. We employ deep, cross-functional expertise to produce practical, measurable solutions.

SCOPE

We have completed more than 1,600 projects since the early 90s, including hundreds of large, multi-year implementations. Our clients range across a variety of industries from energy to healthcare to higher education to retail. Our areas of expertise span the spectrum of middle and back office corporate and shared services.

SERVICES

We have helped our clients with business case development, shared services design, shared services build support, implementation, and improvement.

Our corporate and shared services knowledge, expertise, and experience are unmatched—no other firm has helped more clients with more unique solutions.



Corporate & Shared Services Capabilities

ASSESS AND PLAN

- Strategic planning
- Feasibility analysis
- Benchmarking
- Leading practice assessment
- Performance evaluation
- Project planning
- Leadership education and buy-in
- Staff evaluation
- Change readiness assessment
- Site visits

DESIGN

- Current state analysis
- Future state design
- Business case development
- Service delivery model design
- Work scope delineation
- Intelligent automation strategy
- Sourcing evaluation
- Organizational design
- Technology evaluation
- Transformation planning
- Implementation planning
- Change management

BUILD

- Project management
- Service and transaction center build
- Detailed organizational design
- Staffing
- Process redesign
- Technology design, selection, implementation, and support
- Education and training
- Facility design and setup
- Change management
- Sourcing implementation

IMPROVE

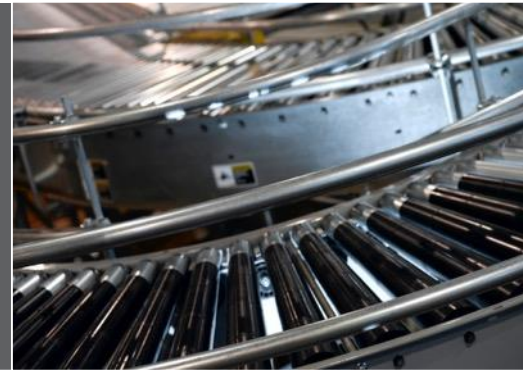
- Analytics setup and deployment
- Operations improvement
- Governance
- Service expansion
- Cost reduction
- Process redesign
- Intelligent automation opportunities/implementation
- Technology upgrade
- Merger and acquisition integration
- Field resource development
- Customer satisfaction measurement
- Metrics and performance management

Areas of Focus



HUMAN CAPITAL MANAGEMENT

We offer HR transformation (including HR shared services), analytics, HR systems (selection, implementation, and optimization), process design and continuous improvement, talent and employee engagement strategy and programs, and payroll—the services your organization needs to excel.



SUPPLY CHAIN

We assist clients across the full range of supply chain processes, and have the unique ability to create alignment between supply chain and its stakeholders. From crafting new supply chain strategies to restructuring your organization to improving your daily operations, we help you with every step.



TECHNOLOGY

From IT assessments and strategic direction to governance, cybersecurity, and risk and compliance management, we can help your organization get the most out of its IT investment. We also help you optimize your projects to focus on delivering business outcomes not just installed technology.



BUSINESS ADMINISTRATIVE SERVICES

We help our clients integrate various administrative services into their shared services model to improve service response performance to the business. Services often include real estate, facility maintenance, fleet, security, insurance, customer service, cafeteria, and others.



FINANCE AND ACCOUNTING

We help companies transform their finance and accounting operations. Through enterprise financial business services, strategic centers of expertise, intelligent automation solutions, hybrid insource/outsource delivery models, and other solutions, we help you increase value for your company.



MULTIFUNCTION/GBS

We move shared services to the next generation—integrating finance, human resources, information technology, supply chain, and/or other business administrative services into a single, multifunction shared services or global business services operation with effective governance and management.

Spotlight: Our Human Capital Practice

HR is a core specialty at ScottMadden and has been since our inception in 1983. As such, we have a dedicated human capital practice that consults across geographies and industries, including aerospace, consumer products, defense, higher education, energy, entertainment, healthcare, manufacturing, pharmaceuticals, retail, technology, telecommunications, transportation, and others.

Whether we are improving talent management programs, revamping processes to ensure effectiveness and regulatory compliance, designing and implementing new service delivery models, expanding existing operations, or evaluating outsourcing opportunities, we ensure our clients achieve the business value desired.

ScottMadden has extensive experience supporting clients across the employee lifecycle including:

- Workforce planning
- Talent acquisition
- Onboarding
- Workforce administration
- Compensation
- Payroll
- Performance management
- Learning and development
- Succession planning
- Employee engagement
- Workforce analytics

HUMAN CAPITAL SERVICES

HR Transformation

- HR transformation strategy
- Service delivery model design
- Business case development
- Implementation planning/support/project management
- Analytics organization launch
- Analytics model development and dashboard creation

Systems

- HR technology advisory services
- Systems requirements identification
- Vendor selection facilitation
- Configuration design
- Testing design and facilitation

Process Design and Continuous Improvement

- Process redesign
- LEAN implementation
- Continuous improvement program design

Talent and Engagement

- Talent management strategy
- Program development
- Organization design and build
- Competency development
- Implementation planning



Payroll

- Payroll delivery strategy and design
- Implementation planning/support/project management
- Governance and vendor management

How We Differ from Our Competition

| | Strategy Firms | The Big Four | Outsourcing Advisory Firms | HR/Functional Consultancies | ScottMadden |
|--------------------------|---|---|--|---|--|
| FOCUS | <ul style="list-style-type: none"> ▪ Strategy work ▪ Mergers and acquisitions ▪ Cost reduction | <ul style="list-style-type: none"> ▪ Strategy and implementation work ▪ Large system implementations ▪ Outsourcing and offshoring ▪ Long engagements | <ul style="list-style-type: none"> ▪ Advisory services regarding vendor-providing solutions | <ul style="list-style-type: none"> ▪ Functional program development and/or support (e.g., health and welfare, compensation) ▪ Delivery systems ▪ Unique products (e.g., surveys) | <ul style="list-style-type: none"> ▪ Strategy and implementation work ▪ Efficient delivery models ▪ Full SSO lifecycle support ▪ Engagements scoped in manageable phases |
| APPROACH | <ul style="list-style-type: none"> ▪ Solutions focused on big picture, but not always practical ▪ Not often involved in implementation | <ul style="list-style-type: none"> ▪ Off-the-shelf methodologies ▪ Client must adapt to consultant's approach ▪ Large project teams ▪ Get in and stay in; take over | <ul style="list-style-type: none"> ▪ Sourcing analysis and solutions ▪ Standard methodologies ▪ Limited client involvement after data capture ▪ Neutral or vested interest as a provider | <ul style="list-style-type: none"> ▪ Advisory role ▪ Research and program-based solutions ▪ Implementation of unique technologies | <ul style="list-style-type: none"> ▪ Customized, practical solutions ▪ Small project teams ▪ Collaborative approach with clients ▪ Sale not mixed with delivery of work |
| PROJECT TEAMS AND PEOPLE | <ul style="list-style-type: none"> ▪ Leverage reputation ▪ Teams comprised of mix of senior and junior resources ▪ Generalists ▪ Strong business acumen, weaker functional skills | <ul style="list-style-type: none"> ▪ Sales team is not involved in delivery ▪ Teams comprised of junior, inexperienced resources with oversight by senior resources | <ul style="list-style-type: none"> ▪ Sales team is not involved in delivery ▪ Teams comprised of junior resources with oversight by senior resource | <ul style="list-style-type: none"> ▪ Leverage reputation ▪ Deep functional knowledge, narrower focus | <ul style="list-style-type: none"> ▪ Working partners meet with prospective clients ▪ Senior, experienced consultants with business acumen and functional knowledge |

Representative Clients

| Consumer Products and Services | Manufacturing | Technology and Communications | Higher Ed., Public Sector, and Defense | Energy and Utilities | Healthcare and Pharmaceuticals | Professional Services |
|---|---|--|---|---|---|---|
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Note: Representative sample; not all-inclusive of clients served. Excludes numerous well-known clients due to confidentiality agreements

Why ScottMadden?

**Our expertise helps create
the right solution.
Our experience ensures
that it works.**



DEEP EXPERTISE

- 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
- Our clients span a variety of industries from energy to healthcare to higher education to retail

PERSONALIZED APPROACH

- Before we begin any project, we sit down and listen to our clients' needs and challenges
- We engage with our clients like no other firm does, working side by side to create practical, real results
- We don't employ canned methodologies or cookie-cutter solutions. We work to solve the right problem in the right way

PHILOSOPHY

- We are personally invested in every project and measure our success by our clients' success
- We listen to our clients' needs and put their best interests ahead of our own
- We work with integrity, tenacity, and a genuine passion for what we do
- We do what it takes to get it done right

ScottMadden's Proprietary Toolbox

ScottMadden has a dedicated research function that studies and maintains critical data on trends, metrics, and regulations that impact corporate and shared services organizations. Our toolbox includes many resources we will leverage when working with you:

ASSESSMENT TOOLS

- Customer satisfaction survey
- Work activity assessment
- Competency assessment
- Spans and layers analysis

RESEARCH

- Primary functional research
- Proprietary shared services benchmarking studies
- Leading practice database
- Country regulation database

PROJECT ACCELERATORS

- Project management toolkit
- Templates and collateral materials
- Change management toolkit
- Global site selection database

We employ a variety of tools built over years of experience to support our work and develop the best solution to meet your needs.



Aligning HR Strategy and Delivery for Improved Efficiency

CHALLENGE

A large defense contractor needed to standardize HR and become more cost effective and agile to allow them to compete successfully in the growing industry. Current business groups were resistant to change and frequently reorganized.

PROCESS

- Evaluated client's current HR processes, identifying areas for improvement
- Developed and planned a shared services model to increase effectiveness, efficiency, and standardization
- Leveraged deep experience working with defense contractors and ScottMadden's customized approach to implementation
- Identified initiatives to improve the overall efficiency and effectiveness of the client's HR processes that aligned with the new model

RESULTS

- As a result of moving to the proposed shared services model, the client achieved a 20% reduction in HR staff, and more than 100 business-specific policies were harmonized and consolidated into 32 enterprise-wide policies
- Improvements created standardization and cost effectiveness, allowing the client to better compete in the industry



Case Study

Global Shared Services Redesign for a Global Oil Services Firm

Challenge

ScottMadden was asked to assist in the assessment, planning, design, and business case development for improving global HR shared services for a large international oil services firm with operations in 89 countries throughout the world.

Process

- Conducted a thorough current state assessment that involved workshops with key shared services leaders from around the world
- Performed a work-activity analysis of most employees involved in delivering global HR shared services. Using this data joined with salary/wage data from SAP, determined the FTEs and costs by service area
- Designed a new future state model that included new organizations, processes, and technologies to improve performance. Recommendation was made to dismantle the global outsourcing model that was currently in place

Results

- A new global HR shared services model that reduced costs and improved services globally. The business case generated approximately \$10 million in savings, with an IRR of 37%
- Consolidated the number of service centers and instituted new end-to-end process management
- A new suite of technologies that better facilitated processes and allowed service providers around the world to collaborate in delivering services



Transformation of Service Delivery – On a Dime

CHALLENGE

A medical product and service company was focused on growth on a global scale and wanted to standardize service, improve administration of global processes, centralize administrative tasks, and elevate the HR business partner role. A dispersed employee base, competing objectives of each business, and cut-backs in funding presented challenges to implementing the goals.

PROCESS

- Created and managed the overall project plan and led the client project team through key decisions and milestones in the transformation
- Worked step by step with the client to ensure the project's success

RESULTS

- Client launched a new HR shared services center for all employees in July 2012
- Client released a new HR portal to allow employees access to readily available information and to initiate service requests
- Team successfully defined the role of the HR business partner in the HR transformation



Contact Us



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Scott Manning heads ScottMadden's Corporate and Shared Services practice. Scott has more than 27 years of consulting experience in aerospace and defense, education, energy, entertainment, healthcare, telecommunications, manufacturing, technology, retail, and transportation in the United States and abroad, including Asia, Australia, Canada, Europe, South America, and the United Kingdom. His areas of expertise include human resources, shared services design and implementation, employee service center design and implementation, outsourcing, operations improvement, organization design and staffing, and change implementation and management.



Courtney Jackson
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Management Practice Leader

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Courtney Jackson has 17 years of consulting experience, focusing the last 10 years in corporate and shared services. Areas of expertise include human resources management, shared services strategy, design and implementation, project and change management, operations improvement and process redesign, shared services delivery/operations, organization design and restructuring, and governance. Courtney's experience spans manufacturing, higher education, aerospace and defense, entertainment, retail, energy, and real estate, primarily within the human resources and finance and accounting disciplines.



Locations

**Smart.
Focused.
Done Right.®**

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