

Shared Services Performance Accelerator

Taking Your SSO to the Next Level

Top-performing SSOs have more efficient staffing and operate at a large cost advantage. ScottMadden's research shows that top-performer staffing levels are 1.6 to 4.8 times more efficient, and operating costs are 20-40% that of peer organizations. To join the ranks of top performers, continuous improvement of your service delivery model is critical. Before you can improve, you need to assess your SSO, identify gaps between current performance and leading practices, and determine the potential for growth.

The Shared Services Performance Accelerator

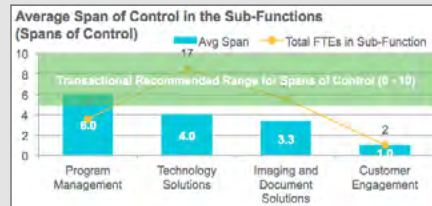
ScottMadden offers a proven Shared Services Performance Accelerator to help you identify a roadmap for improvement. The first step leverages ScottMadden's tools for research and analysis of your organization. This includes conducting a work activity assessment and customer satisfaction survey to quickly pinpoint areas for immediate improvement. We also review all aspects of your operation from structure to your processes to your technologies and data. Next, ScottMadden assesses your operations against benchmarks and its proprietary leading practice database built from years of research and experience working with top-performing SSOs. Finally, ScottMadden's implementation experience makes us uniquely equipped to identify and cater improvement opportunities to your situation.

DATA COLLECTION AND ANALYSIS



We conduct an in-depth analysis of your organization's current scope of services, your people and organization, policies and processes, tools and technologies, and the way you leverage data and knowledge.

LEADING PRACTICE AND BENCHMARK COMPARISON



We then analyze your organization's operations as they compare to leading practices and benchmarks within the industry.

OPPORTUNITY IDENTIFICATION

Key Recommendation	Owner	Change Readiness	Level of Effort	Impact	Long Term / Quick Win
1. Create a Process Audit and Design Framework	People / Organization	High	High	High	Quick Win
2. Create a Control and Compliance Framework	People / Organization	High	High	High	Quick Win
3. Strengthen Junior Records Development	People / Organization	High	High	High	Long Term
4. Develop a Customer Care/Churned Strategy	People / Organization	High	High	High	Long Term
5. Reposition Analytics to be a Strategic Organization	People / Organization	High	High	High	Long Term
6. Redesign Payroll Processes	People / Organization	High	High	High	Quick Win
7. Strengthen Recruiting Support	People / Organization	High	High	High	Long Term
8. Expand Customer Base	People / Organization	High	High	High	Long Term
9. Strengthen Documentation	Policy / Process	High	High	High	Quick Win
10. Establish a Data Governance Model	Policy / Process	High	High	High	Long Term

Finally, we recommend and prioritize detailed improvement opportunities to help you accelerate your performance and develop a road map you can use—for quick wins and long-term success.

Your Partner in Shared Services Success

ScottMadden brings a combination of skills and experience in shared services that few consulting firms can match. We identify practical opportunities that are based on our years of designing, building, and improving SSOs and customize our recommendations based on what will work for your organization. Our experts are capable of helping you navigate the challenges of shared services at every stage of your journey.

If you're ready to take your shared services to the next level, close leading practice gaps, and accelerate the performance of your model, **contact us at info@scottmadden.com** to get started.

Smart. Focused. Done Right.®



LOCATIONS

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