

ScottMadden Explores Best Practices and Actionable Strategies for Shared Services in Higher Education

ATLANTA, GA – (April 30, 2018) – ScottMadden, Inc., a general management consulting firm, recently joined industry leaders as a sponsor and chair at SSON’s Shared Services in Higher Education event. This conference offered insights into how to successfully take the next step in implementing, improving, or expanding shared services in higher education.

Campus engagement is one of the most difficult, but necessary, steps in higher education shared services implementation. During the event, client presenter, Lisa Sharpe of West Virginia University (WVU), highlighted the campus’s plan for success. This session explained how WVU’s shared services model successfully tackled campus engagement from students to top leadership.

“Change management is never a silver bullet,” explains [Courtney Jackson](#), partner at ScottMadden and Planning & Launching track chair. “Our approach, and the one followed at WVU, combines both explicit and embedded change management strategy and tactics. For example, our structured communications plan is augmented by hands-on engagement opportunities campus wide, such as subject matter expert participation in policy and process workshops.”

During the Planning & Launching track, Ms. Sharpe discussed strategies and tools for developing a shared services model to meeting unique business objectives, while Whitney Pugh and Taya Flores of Utah State University explored launching shared services initiatives on a low budget.

“Each university has different objectives and platforms for change, resulting in varying service delivery models. At WVU, the model being implemented is progressive and includes a few small ‘storefronts’ for easy access coupled with a larger more traditional multi-function service center. The service center will handle customer inquiries, routine transactions, and more specialty services,” notes Mrs. Jackson.

For more information on best practices and strategies for structuring a shared services operation or taking your shared services center to the next level of operational excellence, 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 1,600 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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