

ScottMadden Releases Chairman's Takeaways: Shared Services & Outsourcing Week 2018

ATLANTA, GA – (April 2, 2018) – ScottMadden, Inc., a general management consulting firm, recently joined industry leaders at SSON's 22nd Annual North American Shared Services & Outsourcing Week (SSOW) to provide strategies for establishing and continuing shared services success.

During the event, ScottMadden addressed the must haves for shared services success and explored the most common implementation pitfalls to keep you ahead of the curve. The team also examined next generation share strategies and concepts to help boost value in your organization and explored ways to increase offerings in a manageable framework.

"We topped the 1000 attendee mark, evidencing continued growth, this year with particular emphasis on shared services next generation technology!" says [Brad DeMent](#), partner and finance and accounting practice leader at ScottMadden and SSOW conference chair. "A new theme—Digitizing the Customer Experience—emerged this year. Traditional analysis of general perceptions by demographics could be replaced with 'Uber style' point of service immediate feedback...and no one buys three-star service."

To access Mr. DeMent's conference takeaways, please [click here](#). For information related to our insights and laying the groundwork for shared services success, 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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