

ScottMadden Reviews the Guiding Principles to Create the Next Generation Shared Services Organization

ATLANTA, GA – (August 30, 2018) – ScottMadden, Inc., one of North America’s leading general management consulting firms specializing in shared services, recently joined industry leaders as a sponsor and presenter at SSON’s Shared Services & Outsourcing Week Latin America event. This event offered a unique platform for attendees to learn the latest on operational excellence, talent management, global business services, robotic process automation (RPA), and intelligent automation.

Without a comprehensive approach to driving change, even the most untouchable business transformation strategy will fall flat. During the event, [Brad DeMent](#), partner at ScottMadden and event chair, and Eduardo Prada, director at Eduardo Prada Consulting, facilitated the workshop, “Guiding Principles to Create the Next Generation Shared Services Organization.” The session explored the most pervasive change management challenges business services leaders face when it comes to shared services/outsourcing and how to best overcome them.

“When asked to chair the conference, I thought we would see companies in a different place than those in the United States,” explains Mr. DeMent. “However, we noted many of the same opportunities being pursued in the region (RPA, cognitive agents, globalization, etc.), perhaps even with a little more agility. Our clients in Latin America continue to aggressively adopt next generation technology and step around lessons we have learned in the United States. The conference presented a wide spectrum of maturity levels and a great opportunity to have some fun networking.”

For more information on proven approaches to engage customers from day one and build an evidence-driven case for change, 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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