

HR Shared Services Maturity Assessment

Advance your performance as a strategic partner



You have implemented a shared services model and actively manage your operations, but are you continuing to improve to maximize the benefit to the enterprise?

Do you have a road map for what you should do next?

Periodic operational assessments push shared services organizations to continually evolve and improve current operations. Ongoing innovations are the hallmark of leading practice shared services organizations.

So how do we help you get there?

ScottMadden's HR shared services maturity assessment helps you answer:

- How am I performing compared to others?
- What should we be doing differently?
- What's next in the evolution of our HR shared services?
- What do we need to do to get there?

How does it work?

We leverage our research and extensive experience working with shared services organizations to quickly assess your model.

RESEARCH & ANALYSIS

We conduct an in-depth analysis of your organization's current scope of services, organizational structure, high-level processes, staffing, systems, and costs and compare them against benchmarks in the industry.

LEADING PRACTICE COMPARISON

Average Span of Control in the Sub-Functions (Spans of Control)

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

OPPORTUNITY IDENTIFICATION

Key Recommendation	Quadrant	Change Readiness	Level of Effort	Impact	Long Term / Quick Hit
1. Create a Process Audit and Oversight	People / Organization	High	Low	High	Quick Hit
2. Create a Controls and Compliance Function	People / Organization	High	Low	High	Quick Hit
3. Strengthen Junior Resource Development	People / Organization	High	Low	High	Long Term
4. Develop a Customer Care/Channel Strategy	People / Organization	High	Low	High	Long Term
5. Reposition Analytics to be a Strategic	People / Organization	High	Low	High	Long Term
6. Realign Payroll Processes	People / Organization	High	Low	High	Quick Hit
7. Strengthen Recruiting Support	People / Organization	High	Low	High	Long Term
8. Expand Customer Base	People / Organization	High	Low	High	Long Term
9. Strengthen Documentation	Policy / Process	High	Low	High	Quick Hit
10. Establish a Data Governance Model	Policy / Process	High	Low	High	Long Term

Finally, we prioritize detailed improvement opportunities based on your criteria, whether that be cost, technology, or staffing elements, and develop a road map you can use—for quick wins and long-term success.

Get started advancing your HR shared services for continued success.
 Contact us at info@scottmadden.com.

Smart. Focused. Done Right.®



LOCATIONS

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