

## ScottMadden Shares Key Tactics for Advancing the Success of HR Shared Services Organizations

**ATLANTA, GA – (November 6, 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 24<sup>th</sup> Annual HR Shared Services & Outsourcing (SSO) Summit. The conference explored strategic insights on developing next generation, customer-centric HR processes and policies to engage and empower all employees to be the highest performers.

Ongoing success of a shared services model requires continuing to assess and advance your operations based on leading practices. During the summit, [Courtney Jackson](#), [Patricia Ferris](#), and [Kimberly Davenport](#), partners at ScottMadden, presented a framework for assessing and improving SSO effectiveness, highlighting the key components that should be evaluated, what good looks like, how to create a prioritized improvement plan, and more.

“Whether your company has just begun implementing an HR SSO or you have an established service delivery model, it is important to recognize the changes that can be made to increase your effectiveness,” notes Ms. Jackson. “ScottMadden’s framework provides companies with a method for evaluating their operations and aligning them with leading practices.”

For more information about advancing your HR SSO, 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 1,700 projects since the early 90s, including hundreds of large, multi-year implementations. Our clients span a variety of industries from energy to healthcare to higher education to retail. Examples of our projects include business case development, shared services design, shared services build and implementation, and shared services improvement.

### 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](http://www.scottmadden.com) | [Twitter](#) | [Facebook](#) | [LinkedIn](#)

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Media contact:  
Mary Tew  
[marytew@scottmadden.com](mailto:marytew@scottmadden.com)  
919-714-7628