

ScottMadden Uncovers the 10 Key Characteristics of Top Performing HR Shared Services Organizations

What Drives Success and Performance, and What Sets the Top 20% Apart?

ATLANTA, GA – (January 23, 2019) – ScottMadden, Inc., one of North America’s leading general management consulting firms specializing in shared services, recently joined Shared Services & Outsourcing Network (SSON) to uncover a transformational approach to HR shared services. The new report, “[10 Characteristics of Top Performing HR Service Organizations](#),” explores success and performance drivers and identifies a roadmap for improvement.

HR shared services has emerged from the back office to play a significant role in supporting CEOs’ strategic initiatives. In its new role, HR shared services is no longer just about effective recruiting and career management, but about developing and supporting the organization, ensuring it’s productive, and providing the framework and tools to create improved value-add for the business. So, how do you become a top performing HR shared service?

“Based on our analysis of HR shared services benchmarking data, this report highlights key findings, ranging from use of a leading practices delivery model to changing the field HR role to effectively leveraging technology. In addition, we’ve included client case studies to illustrate how organizations are doing these things well to achieve top-tier performance,” explains [Karen Hilton](#), partner at ScottMadden and report co-editor.

If you would like to discuss the report in greater detail or learn about ScottMadden’s proven [Shared Services Organization \(SSO\) Accelerator](#) for advancing HR capabilities, 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 | [Twitter](#) | [Facebook](#) | [LinkedIn](#)

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