

# ScottMadden's Energy & Corporate Shared Services Practices

Smart. Focused. Done Right.®



# We Consult in Two Main Areas



## Energy

Our industry-leading clients trust us with their most important challenges. They know that chances are that we have seen and solved a similar problem.

ScottMadden has worked in every business unit and every department across companies in the energy utility ecosystem.



## Corporate & Shared Services

Our Corporate & Shared Services practice helps clients assess and improve corporate functions, including communications, environmental, finance and accounting, fleet, governmental and regulatory affairs, health and safety, human resources, information technology, legal, security, supply chain, and others. We provide guidance in a variety of industries from energy to healthcare to higher education to retail.

# Who We Are

ScottMadden is a management consulting firm with more than 35 years of deep, hands-on experience.

We deliver a broad array of consulting services—from strategic planning through implementation—across the energy utility ecosystem.

## ENERGY

Our Energy practice has been serving the industry since 1983 by solving the right problem, the right way, and delivering real results.

We provide guidance on how to solve the right problem with industry-leading practices and management insights.

## CLEAN TECH & SUSTAINABILITY

Our Clean Tech & Sustainability practice helps you develop innovative solutions based on a unique understanding of what works in the energy industry through a perspective built from more than 35 years of energy experience.

We provide guidance on navigating clean and renewable sources of energy, smart energy management, and sustainability.

## GRID TRANSFORMATION

Our Grid Transformation practice helps you transform the way you operate, plan, and maintain the grid and interact with your customers.

We provide guidance on how to proactively engage with regulators through this transformation.

## RATES, REGULATION, & PLANNING

Our Rates, Regulation, & Planning practice helps you develop your regulatory strategy, prepare your filing, and manage your rate case process.

We provide expert testimony on a wide range of issues and can help you with regulatory policy, best practices, regulatory process improvement, preparation for compliance audits, and more.

## CORPORATE & SHARED SERVICES

Our Corporate & Shared Services practice helps you transform and improve your support services operations.

We deliver a broad array of corporate and shared services consulting services—from strategic planning through implementation—across many industries, business units, and functions.

# Who We Are

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**ScottMadden is a management consulting firm with more than 35 years of deep, hands-on experience.**

We believe that client success is the best measure of our own success.

We listen carefully to our clients' challenges, concerns, and goals so we can personalize our work and focus on the things most important to their success.

We don't solve problems with canned methodologies—we help our clients solve the right problem in the right way.

We do what we say we are going to do with genuine passion, tenacity, and integrity throughout the entire process.



# Energy



**Cristin Lyons**  
*Practice Area Leader*

**Our work for you is experience-based, not theoretical.**

## EXPERIENCE

We have been serving the energy industry since 1983. Our industry-leading clients trust us with their most important challenges. They know that chances are that we have seen and solved a similar problem. Our consultants have earned this confidence through decades of experience in the field, and they are at the front line of the changing landscape.

## AREAS OF FOCUS

ScottMadden has worked in every business unit and every department in companies across the energy utility ecosystem. We have served more than 475 clients and completed more than 3,300 projects.

## SERVICES

We have helped our clients develop strategies, improve operations, reorganize companies, and implement initiatives.

### OUR FIRM HAS SUPPORTED

HUNDREDS OF UTILITIES  
LARGE & SMALL, INCLUDING

ALL OF THE **TOP 20**

### OUR FIRM HAS

**18** ENERGY PARTNERS

EACH WITH AT LEAST

**15** YEARS OF EXPERIENCE



# Areas of Focus



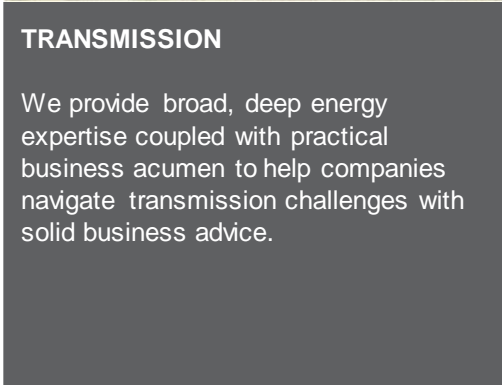
## GENERATION

Our practical expertise in nuclear, fossil, and renewables helps clients implement leading practices for fleets and individual plants to improve and sustain results.



## VERTICALLY INTEGRATED UTILITIES AND PUBLIC POWER AND ELECTRIC COOPERATIVES

We have performed numerous projects for leading players in every area of the business.



## TRANSMISSION

We provide broad, deep energy expertise coupled with practical business acumen to help companies navigate transmission challenges with solid business advice.



## REGULATION AND RATES

We offer extensive experience in addressing the strategic and operational challenges posed by energy regulation to help our clients succeed in today's turbulent times.



## DISTRIBUTION AND SMART GRID

We help our clients manage their distribution businesses in this changing environment with a continued focus on managing cost and ensuring reliability.



## NATURAL GAS

We help companies adapt by providing strategic and operational improvements, including assistance with natural gas expansion, gas supply planning and procurement, and regional pipeline capacity review.

change implementation and management.

# Corporate & Shared Services

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**Our corporate and shared services knowledge, expertise, and experience are unmatched—no other firm has helped more clients with unique solutions.**

## EXPERIENCE

Our experienced team has been a pioneer in corporate and shared services since the practice began decades ago. We employ deep, cross-functional expertise to produce practical, measurable solutions.

## SCOPE

We have completed more than 1,700 projects since the early 90s, including hundreds of large, multi-year implementations. Our clients range across a variety of industries from energy to healthcare to higher education to retail. Our areas of expertise span the spectrum of middle and back office corporate and shared services.

## SERVICES

We have helped our clients with business case development, shared services design, shared services build and implementation, and shared services improvement.



# Corporate & Shared Services Capabilities

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## ASSESS AND PLAN

- Strategic planning
- Feasibility analysis
- Benchmarking
- Leading practice assessment
- Performance evaluation
- Project planning
- Leadership education and buy-in
- Staff evaluation
- Change readiness assessment
- Site visits

## DESIGN

- Current state analysis
- Future state design
- Business case development
- Service delivery model design
- Work scope delineation
- Intelligent automation strategy
- Sourcing evaluation
- Organizational design
- Technology evaluation
- Transformation planning
- Implementation planning
- Change management

## BUILD

- Project management
- Service and transaction center build
- Detailed organizational design
- Staffing
- Process redesign
- Technology design, selection, implementation, and support
- Education and training
- Facility design and setup
- Change management
- Sourcing implementation

## IMPROVE

- Analytics setup and deployment
- Operations improvement
- Governance
- Service expansion
- Cost reduction
- Process redesign
- Intelligent automation opportunities/implementation
- Technology upgrade
- Merger and acquisition integration
- Field resource development
- Customer satisfaction measurement
- Metrics and performance management

# Areas of Focus



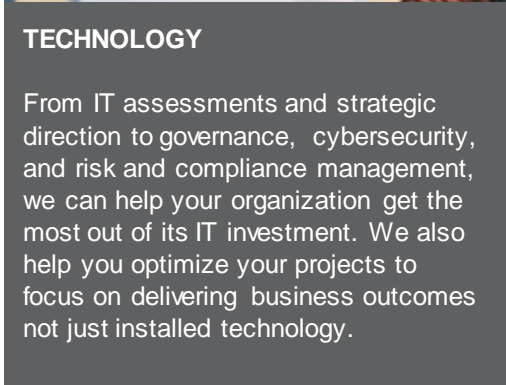
## HUMAN CAPITAL

We offer HR transformation (including HR shared services), analytics, HR systems (selection, implementation, and optimization), process design and continuous improvement, talent and employee engagement strategy and programs, and payroll—the services your organization needs to excel.



## SUPPLY CHAIN

We assist clients across the full range of supply chain processes, and have the unique ability to create alignment between supply chain and its stakeholders. From crafting new supply chain strategies to restructuring your organization to improving your daily operations, we help you with every step.



## TECHNOLOGY

From IT assessments and strategic direction to governance, cybersecurity, and risk and compliance management, we can help your organization get the most out of its IT investment. We also help you optimize your projects to focus on delivering business outcomes not just installed technology.



## BUSINESS ADMINISTRATIVE SERVICES

We help our clients integrate various administrative services into their shared services model to improve service response performance to the business. Services often include real estate, facility maintenance, fleet, security, insurance, customer service, cafeteria, and others.



## FINANCE AND ACCOUNTING

We help companies transform their finance and accounting operations. Through enterprise financial business services, strategic centers of expertise, intelligent automation solutions, hybrid insource/outsource delivery models, and other solutions, we help you increase value for your company.



## MULTIFUNCTION/GBS

We move shared services to the next generation—integrating finance, human resources, information technology, supply chain, and/or other business administrative services into a single, multifunction shared services or global business services operation with effective governance and management.

change implementation and management.

# Spotlight: Our Supply Chain Practice

We've been helping supply chain organizations move beyond their conventional "order taker" role for nearly two decades. Through our deep expertise and practical know-how, we assist clients across the full range of supply chain processes and have the unique ability to create alignment between the supply chain function and its internal customers and stakeholders.

ScottMadden has experience across all functions in the supply chain, including:

- Planning and forecasting
- Sourcing
- Procurement
- Logistics
- Materials management
- Accounts payable

ScottMadden has developed a "supply chain maturity model" to differentiate the phases that companies pass through on their journey to "world class." The model is divided into three "stages," representing a higher degree of performance effectiveness and efficiency as companies advance in their maturity. This model serves as a foundational element of our support services to assist companies in optimizing their supply chains.

Our solutions provide lasting improvements and allow our clients' supply chain organizations to better serve their internal customers.

## SUPPLY CHAIN SERVICES

### Supply Chain and Procure-to-Pay (P2P) Transformation

- Supply chain and P2P transformation strategy
- Organization design and staffing
- End-to-end process improvement
- Demand planning improvement
- Leading practice assessments
- Service delivery model and governance process design
- Business case development
- Implementation and change management planning and execution
- Outsourcing evaluations, vendor selection, and transition support

### Sourcing and Procurement

- Spend analysis and spend category market research
- Strategic sourcing execution
- Category management program design
- Risk management
- Supplier relationship management

### Logistics and Materials Management

- Inventory planning and optimization
- Warehouse location selection and design
- Warehouse facility management improvement
- Storage space optimization
- Lean warehousing
- Automatic identification and data capture opportunity evaluation and implementation
- Transportation management and network design

# Our Consulting Approach

**At ScottMadden, we work to earn our clients' trust every day by delivering unparalleled consulting services.**



## CONTENT DEEP

- We know **energy** and have worked across every energy utility business unit and every function for more than 35 years

## PERSONALIZED

- We begin by listening to our clients' situations, challenges, and goals; then we **personalize our work to help them succeed**

## CONTEXTUAL

- We don't solve problems with canned methodologies—we help our clients **solve the right problem in the right way**

## COLLABORATIVE

- We engage our clients like no other firm does, working side by side to **produce results**

## REAL RESULTS

- Our work is practical and can be put into play immediately. We excel at **helping internal stakeholders take ownership** to continue producing results after our work is done

# Why ScottMadden?

**Our expertise helps create  
the right solution.  
Our experience ensures  
that it works.**



## DEEP EXPERTISE

- 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
- Our clients span a variety of industries from energy to healthcare to higher education to retail













## PERSONALIZED APPROACH

- Before we begin any project, we sit down and listen to our clients' needs and challenges
- We engage with our clients like no other firm does, working side by side to create practical, real results
- We don't employ canned methodologies or cookie-cutter solutions. We work to solve the right problem in the right way

## PHILOSOPHY

- We are personally invested in every project and measure our success by our clients' success
- We listen to our clients' needs and put their best interests ahead of our own
- We work with integrity, tenacity, and a genuine passion for what we do
- We do what it takes to get it done right

# Representative Clients

Retail and Consumer Products	Manufacturing	Technology and Communications	Higher Ed., Public Sector, and Defense	Energy and Utilities	Healthcare and Pharmaceuticals	Professional Services
						
						
						
						
						
						
						

Note: Representative sample; not all-inclusive of clients served. Excludes numerous well-known clients due to confidentiality agreements

# Our Team

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**Cristin Lyons**  
Partner and Practice Area Leader

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Cristin Lyons is a partner with ScottMadden and leads the firm's Energy practice. Since joining the firm in 1999, Cristin has consulted with myriad clients on issues ranging from process and organizational redesign to merger integration to project and program management. Cristin led the firm's grid transformation practice for three years before becoming the energy practice lead. She is also a frequent speaker and panelist at conferences across the country.



**Scott Manning**  
Partner and Practice Area Leader

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Scott Manning heads ScottMadden's Corporate and Shared Services practice. Scott has more than 27 years of consulting experience in aerospace and defense, education, energy, entertainment, healthcare, telecommunications, manufacturing, technology, retail, and transportation in the United States and abroad, including Asia, Australia, Canada, Europe, South America, and the United Kingdom. His areas of expertise include human resources, shared services design and implementation, employee service center design and implementation, outsourcing, operations improvement, organization design and staffing, and change implementation and management.



**Trey Robinson**  
Partner

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Trey Robinson is a business strategist and shared services leader, specializing in financial advisory and multi-function shared services design, implementation, and improvement. With 18 years of consulting experience, Trey brings extensive knowledge in creating and implementing shared services strategies, leading major corporate initiatives, and improving profitability for client companies. He has interacted with corporate directors and officers of domestic and global companies covering a broad range of telecommunications, energy, aerospace and defense, retail, business services, software, and manufacturing industries.

# Locations

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**Smart.  
Focused.  
Done Right.®**

## **ATLANTA**

3565 Piedmont Road, NE  
Building Four, Suite 500  
Atlanta, GA 30305  
404.814.0020

## **RALEIGH**

2626 Glenwood Avenue  
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Raleigh, NC 27608  
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## **WESTBOROUGH**

1900 West Park Drive  
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508.202.7918

