

ScottMadden and APQC Share Key Finance and Shared Services Benchmarks and Trends

ATLANTA, GA – (February 7, 2019) – ScottMadden, Inc., one of North America’s leading general management consulting firms specializing in shared services, recently partnered with the American Productivity & Quality Center (APQC), a benchmarking and best practices research organization, to host a webinar, discussing results from their joint Finance Shared Services Benchmarking Study. This study focuses on processes within shared services organizations (SSOs) and provides benchmarks on costs, staffing levels, and productivity measures. The study also reveals how SSOs are adopting various trends and technologies in their operations.

Why should you strive for top performance?

What are the key characteristics of top-performing SSOs?



Brad DeMent
Partner



Trey Robinson
Partner

Rachele Collins, a principal research lead at APQC, moderated the discussion between ScottMadden’s Corporate & Shared Services partners, Brad DeMent and Trey Robinson. The webinar focused on the key findings from the benchmarking report and discussed trends and leading practices for finance SSOs and global business services. Participants learned about governance, service delivery models, scope of services,

the adoption of intelligent automation, and characteristics of top-performing SSOs.

“The survey indicates that shared services are not only rethinking their automation strategies, but also continuing to expand to support higher-value services that have traditionally been conducted by corporate staff,” says Mr. DeMent.

“As is evident from survey results, the adoption of intelligent automation will soon change our underlying assumptions about location, time zone, and language. Leaders should begin thinking about the impact of the digital delivery model and preparing for tomorrow’s reality today,” adds Mr. Robinson.

The complimentary webinar recording and presentation slides are available on APQC’s knowledgebase.

About APQC

APQC (American Productivity & Quality Center) helps organizations work smarter, faster, and with greater confidence. It is the world’s foremost authority in benchmarking, best practices, process and performance improvement, and knowledge management. APQC’s unique structure as a member-based nonprofit makes it a differentiator in the marketplace. APQC partners with more than 500 member organizations worldwide in all industries. With more than 40 years of experience, APQC remains the world’s leader in transforming organizations. For more information, please visit <https://www.apqc.org>.

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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