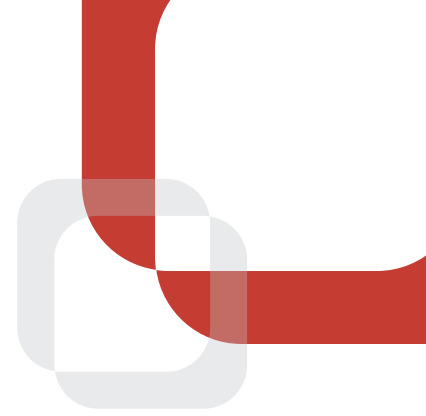


## Higher Education

# Optimize Shared Services for Your Higher Education Needs



Navigating shared services at your educational institution presents unique challenges, stemming from complex structures, diverse objectives and stakeholder groups, and proud, long-standing cultures. Faculty, staff, and students all have needs that must be met through your service delivery model. In-person interactions are often critical for faculty and staff, and school administrators want local support. Decision making takes time and often must include various stakeholders, including central administration, deans, and key faculty members. Public institutions are facing unprecedented budget cuts, and funding must be balanced with other university priorities.

ScottMadden's experienced team understands these unique aspects and the opportunities that exist for improving administrative support functions. We have experience with typical higher education functions, including financial services, human resources, research (contracts and grants), student services, development, alumni relations, and others. We use a disciplined assessment and implementation approach proven in higher education settings. Our higher education clients have achieved savings of 18% to 20% and more from implementing a shared services model.



We support clients at all phases of their shared services journey and provide a wide range of other services to assist you ranging from assessment and business case development to improvement of existing shared services operations. Depending on your levels of maturity, there are various focus areas for improving operations.

### Improvement Focus Areas



- Policy harmonization
- Process redesign
- Service delivery model review
- Organizational structure
- Technology implementation
- Governance model

- Process redesign
- Expansion opportunities
- Leverage of leading practices and benchmarks
- Training and staff retention
- Other technology investments
- Multifunction integration
- Governance clarification

- Continuous improvement
- Expansion opportunities
- Customer satisfaction
- Leverage of leading practices and benchmarks
- Career pathing
- Technology optimization
- Multifunction optimization

If you are ready to advance along your shared services journey, close leading practice gaps, and increase the effectiveness of your model, contact us at [info@scottmadden.com](mailto:info@scottmadden.com) to get started.

**Smart. Focused. Done Right.®**



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