

## Shared Services Assessment and Design

# Position Your Shared Services Operation for Success



Leaders face multiple challenges in operating their institution, including cost management, improving customer satisfaction, and increasing efficiency across all fronts. A shared services delivery model provides a way for organizations to deliver efficient and effective service to its stakeholders and customers and support the institutions strategy.

ScottMadden has been a pioneer in shared services since the 1990s, and our Corporate & Shared Services practice has completed thousands of projects, including hundreds of large, multi-year implementations.

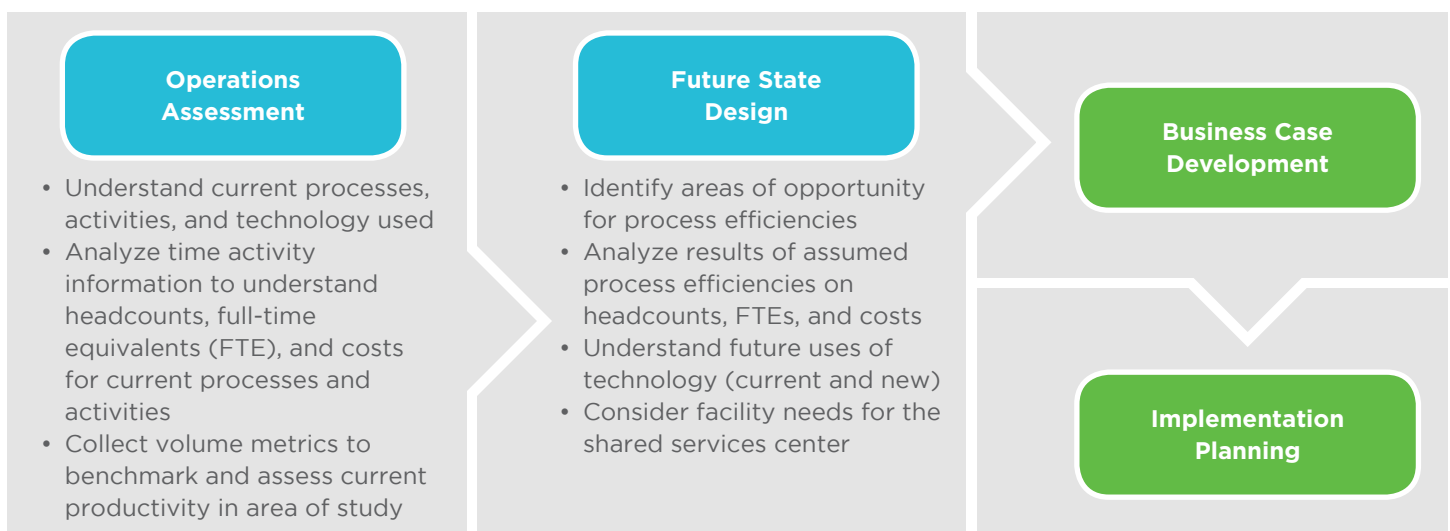
### How We Can Help

Before we start any project, we meet with our client to assess their current state and challenges. Our experienced teams employ deep cross-functional expertise to address our clients' challenges and produce practical and measurable solutions. We work step-by-step with clients, developing an adaptable framework to ensure each project's success.

ScottMadden has a proven approach for assessing your operations and developing a road map for your new service delivery model. We begin by conducting a current state assessment, then developing a detailed future state design. We also help our clients build a business case to obtain approval for the new model and plan for the implementation.

### Our Methodology

Our assessment and design methodology provides the foundation for developing a robust business case and implementation plan:



### Operations Assessment

Understanding the current state is a critical, yet often overlooked, step in the design process. The current state assessment is designed to create visibility into the real opportunities and mobilize sponsorship to realize those opportunities. Through the current state assessment, we gain an understanding of current processes, activities, and technologies used. We analyze work activity information to understand headcounts, full-time equivalents, and labor costs. We also collect volume metrics to assess current productivity in areas within scope against proprietary and third-party benchmarks. Outputs from the current state assessment form the critical inputs for future state design.

## Future State Design

The next step is to identify areas of opportunity and develop a detailed future state design. We work with you to design the shared services operating model and delineate future state work activities by function and service delivery channel. The future state organizational designs and staff sizes by function are developed along with recommendations for new technologies and enhancements to existing applications. The overall transformation is planned at a high-level, including how it will be phased. Finally, we identify implementation costs and recurring costs for operating the new model.

At this point, most organizations proceed with developing a detailed business case for approval of the new model and planning the implementation.

## Partner with Distinguished Shared Services Experts

Unlike cookie-cutter approaches from larger firms, ScottMadden listens to and partners with our clients to deliver customized, long-term solutions that produce results. As we conduct the assessment and facilitate the design process, we employ an adaptable framework to guide clients to the best decisions for their shared services operation.

If you are ready to take the first step and talk to an expert about your goals for your organization's shared services operation, contact us at [info@scottmadden.com](mailto:info@scottmadden.com).

