

## Shared Services Implementation

# Ensuring a Successful Shared Services Implementation



You're already sold on the need to transform your organization, including implementing a shared services model; you know that stakeholder satisfaction will increase, you'll experience an average cost savings of 20 to 45%, and you'll reap the benefits of better compliance, data tracking, and reporting. Yet even with all that in mind, a shared services implementation can seem daunting. With lots of moving parts, from staffing and processes to technology and facilities, and the challenge of trying to manage the change effectively, you may not know where to start.

### Our Methodology

If you have spent time building a detailed design, constructing a business case, and developing an implementation plan, you have the foundation from which to begin your implementation. ScottMadden organizes implementations using work streams focused on different activities to ensure an integrated, going-forward service delivery model. The tight integration among the work streams ensures that policies and processes are aligned, staff are identified and effectively trained, technologies are leveraged to optimize workflow, and facilities are designed to support the organization. The work streams are staged so that critical dependencies are considered, but progress is made in parallel across activities. The staging ensures that the implementation is successful with the shortest duration possible. Typical work streams are depicted below:

#### TYPICAL IMPLEMENTATION WORK STREAMS



**Work streams are distinct, but closely integrated and dependent on one another. Implementation activities become iterative as work streams progress.**

Other key elements of ScottMadden's methodology involve gaining leadership buy-in, employing robust project management, and developing a change management plan. Shared services implementations face a multitude of risks, including task underestimation or schedule slippage due to a variety of reasons. We can help you mitigate these risks through strong change management and risk planning.

### Your Shared Services Partner, from Implementation through Optimization

We are one of the few consulting firms that can work with you from assessment and design through implementation and optimization. We understand that each and every SSO is unique, and we adapt every stage to the unique needs of your organization and culture. While we leverage best practices, we know that successful SSOs are not based on theory, and we bring the practical knowledge and experience to make you successful.

To learn more about how we can help you transform your organization and implement a shared services model that fits your business contact us at [info@scottmadden.com](mailto:info@scottmadden.com).

**Smart. Focused. Done Right.®**



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