

## ScottMadden Partners with ServiceNow for Webinar Focused on Transforming Cedars-Sinai's People Experience beyond the World of HR

**ATLANTA, GA – (May 21, 2019)** – ScottMadden, Inc., a general management consulting firm, recently partnered with ServiceNow to host a complimentary webinar focused on an HR transformation for Cedars-Sinai, a leading nonprofit academic healthcare organization. This [webinar recording](#) highlights their 18-month journey to a reimaged HR delivery model.

Cedars-Sinai's HR team realized it needed a more efficient HR service delivery model and enhanced services, including self-enablement tools for its employees. To determine the optimal delivery model, Cedars-Sinai obtained ScottMadden to assess the work, people, customers, and costs, which served as the baseline for moving toward transformation. The analysis and collaborative design discussions resulted in a broader shared services organization. This included enabling activities such as work realignment across human resources and streamlined policies and processes, role clarity, and new ways for employees to access HR services.

The new HR delivery model has set a foundation for how work should be performed and how services are obtained by employees. Although a healthy refinement curve to operations was expected in such a complex organization, the new model has already provided a shift from manual processes to a new service experience that delivers self-service and drives operational efficiency, while enabling human interactions at critical touch-points. The HR team highlights various lessons learned from the start of their journey within the webinar.

"Cedars-Sinai's vision for HR and service delivery aligns with their overall mission—leadership and excellence in delivering quality healthcare services. It's been a pleasure to partner with this leading healthcare organization to define, develop, and implement a path for delivering world-class HR services to the employees of Cedars-Sinai. I look forward to our continued partnership as their HR journey continues," says Brad Cauthen, director at ScottMadden and webinar presenter.

"The Cedars-Sinai HR team committed to achieving a meaningful outcome which changed the way work gets done and importantly supports the greater vision for human resources in the organization," adds [Jerred Crosby](#), partner at ScottMadden.

For information related to our insights, laying the groundwork for shared services success, or improving shared services operations, please [contact us](#).

### **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](http://www.scottmadden.com) | [Twitter](#) | [Facebook](#) | [LinkedIn](#)

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