

Transformational Consulting Solutions and Tools to Help You Navigate Your Shared Services Journey

Don't know where to begin? On your way, but facing challenges?
Is your SSO underperforming?

Whether you're ready to start a Shared Services Organization (SSO) or want to raise the bar at your current SSO, you couldn't be in better company with ScottMadden by your side. We've helped each one of our unique clients with our unrivalled management consulting expertise, with 1,700 projects completed to date.

From finance and HR, to supply chain, IT and other business services—executives across industries invest in ScottMadden's proven models and methodologies to optimize operations, save costs, and mitigate risks. Join thousands of other businesses we've helped guide step-by-step on their transformational journeys to corporate and shared service excellence.

Our adaptable framework combines an unmatched suite of proprietary tools and products that analyze critical data, benchmark performance against your peers, and help you implement tailored solutions. Our long-sighted approach toward your business transformation incorporates a detailed roadmap for continuous improvement and digital technologies that give your business the edge.

What makes ScottMadden unique is that we have an unparalleled depth of knowledge and experience to help but are flexible enough to personalize our client approach. No other firm is better suited to help your business implement solutions that support your shared services journey. Wherever you are. All the way.

Here's how we can support your organizational transformation to shared service excellence:



Assessment and Design

Our proprietary assessment tools help to develop your customized SSO delivery model. From operational structure and processes to tools and technologies, we analyze and benchmark your business against leading practices and design a model that will meet your needs.



Implementation

Our tightly integrated implementation work streams focus on interdependent activities to launch your SSO, aligning everything from staff and infrastructure, to technology and change management.



Improvement

We identify immediate and long-term improvement opportunities within your SSO and help you implement customized solutions that keep you ahead of the rest.



We use various tools to support your SSO transformation journey



Work Activity Assessment

This critical first-step assessment provides functional, strategic, and transactional analysis of the work being performed by your employees to support organizational changes.



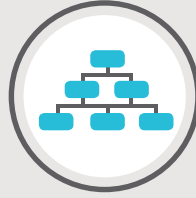
Voice of Customer

Customer experience surveys about your services and delivery that drive operational strategy.



Benchmarking Tool

Performance-based service delivery evaluation to compare levels of productivity, cost, and efficiency with leading practices.



HR Competency Builder

Measurement to determine the level of your organization's HR competencies and staffing needs far into the future.



Service Delivery Simulation

Scenario-based training that emulates a live business environment to prepare staff for their new roles.



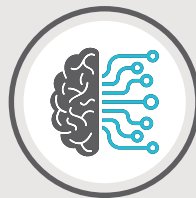
Operations Stabilization

Live operations support that allows for service center enhancements, focusing on both near-term metrics and continuous improvement.



SSO Accelerator

Comprehensive operational analysis for the creation of a detailed improvement roadmap for your SSO.



Digital Readiness Assessment

Opportunity identification, planning, and governance to optimize Intelligent Automation (IA) technologies and give your business a competitive advantage.

Where are you right now?

Need management buy-in before moving to a shared services model? Got the green light, but unsure how to begin implementing? Already set up, but want to boost performance and operational efficiency?

Wherever you are in the transformation journey, ScottMadden has just the right solutions to help your SSO succeed in the long-term. From assessment and design through implementation and beyond, our measurable solutions are built with your business in mind. Because like you, we understand that every SSO is unique.

So, what are you waiting for?

Start your shared services journey with us today or let us help you boost efficiency in your current operation. Our experts are available to answer your questions or set up a consultation.

