

SCOTTMADDEN'S

SHARED SERVICES PERFORMANCE

SNAPSHOT

What's involved:

- Respond to a short survey and provide high-level data about your SSO

What you get:

- A personalized Snapshot report will be sent to you showing how you compare on a few key SSO metrics; insight on how you compare to your shared services peers
- Peer benchmarks are provided from ScottMadden and APQC's multi-year Finance and HR SSO benchmarking studies

How you participate:

- Access the survey at this link: <http://bit.ly/SSOSnapshot>

Participation only requires a few data inputs and your best estimate is fine. You can fill out as much or as little as you want. Here's the list so you can prepare:

**Take 5 minutes to
find out how you
compare**



To benchmark your Finance SSO:

- Total annual company revenue
- Total F&A FTEs (company-wide)
- AP FTEs
- Total invoices processed annually
- AR FTEs
- Total receipts processed annually
- First-contact resolution
- Total operating cost of Finance SSO (optional)

To benchmark your HR SSO:

- Total HR headcount (company-wide)
- HR service center customer base (employees and retirees)
- Total HR service center headcount
- Tier 1 headcount
- First-contact resolution
- Total portal hits annually
- Turnover rate
- Total operating cost of HR SSO (optional)