

ScottMadden Polls Professionals on Shared Services and Global Business Services Models

ScottMadden Survey Results: Today's Shared Services and Global Business Services Models

ATLANTA, GA – (January 29, 2015) – ScottMadden, Inc., a general management consulting firm, recently conducted a survey to gather opinions on shared services and global business services (GBS) models. To access the full results, please [click here](#). Survey results revealed that shared services leaders are turning to global process ownership to drive process efficiencies and standardization across shared services organizations, but not at a dramatic rate.

ScottMadden posed this question to industry professionals: “Which best describes your shared services or GBS model?” Twenty nine-percent of respondents described their shared services or GBS model as two or more multi-country shared services centers governed globally. Twenty-three percent of respondents indicated they did not have a shared services or GBS model. These results demonstrate that many companies are either still struggling with the change and buy-in required for GBS models, or they have determined that locally governed models are more suitable for their immediate needs.

ScottMadden also inquired about the functions in the shared services or GBS operation. Human resources was the predominant answer, receiving more than 24 percent of responses. Finance followed close behind, accounting for 22 percent of the responses. These data suggest that those adopting GBS models are including mainstream common functions, such as finance and HR, but are expanding multifunction delivery to many new services.

“This survey supports the trend we are seeing at our clients—traditional shared services organizations are evolving to multifunction delivery, and ultimately, global business services,” says [Trey Robinson](#), partner at ScottMadden. “Companies that are successfully navigating this evolution leverage global process owners and have clear, effective governance models in place.”

For more information or to provide comments on this report, 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 1,100 projects since the early 90s, including hundreds of large, multi-year implementations. Our clients span a variety of industries from entertainment to energy to high tech. Examples of our projects include business case development, shared services design, and shared services build support and implementation.

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, and Corporate & Shared Services. 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 | [Twitter](#) | [Facebook](#) | [LinkedIn](#)

###

Media contact:

Mary Tew

marytew@scottmadden.com

919-714-7628