

## ScottMadden to Present HR Shared Services Benchmarking Study Highlights during Complimentary Webinar

*How does your organization compare? Where is the industry headed?*

**ATLANTA, GA – (November 4, 2014)** – ScottMadden, Inc., a general management consulting firm, and American Productivity & Quality Center (APQC) will conduct a complimentary webinar, “HR Shared Services Benchmarking Insights,” on Wednesday, November 12, 2014, from 1:00–2:00 p.m. EDT. In this session, ScottMadden will present highlights from the third cycle of its human resources shared services (HRSS) benchmarking study conducted with APQC, a multi-year study focused exclusively on U.S. or North American HRSS organizations with service centers and centers of expertise.

Presented by [Tina Krebs](#) and [Karen Hilton](#), partners at ScottMadden, this webinar will showcase how the industry performs on key metrics related to HR shared services delivery models and operations, staffing levels, performance, and management infrastructure and technology, and it will provide insights about the participants’ practices and scope of services. ScottMadden will also cover key questions including:

- Why does top performance matter?
- What are the characteristics of top-performing HR SSOs?
- How do other parts of your delivery model impact your service center?
- What type of impact can technology have on performance?
- How are customer satisfaction and service center performance aligned?

This webinar is free, but space is limited. To register for this session, please [click here](#).

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

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Media contact:

Mary Tew

[marytew@scottmadden.com](mailto:marytew@scottmadden.com)

919-714-7628