

ScottMadden to Discuss Support Services Transformation at IQPC Conference – Keys to Designing a Winning Approach

Shared Services & Process Improvement for Higher Education & Government 2014

ATLANTA, GA – (November 11, 2014) – ScottMadden, Inc., a general management consulting firm, is pleased to present at IQPC’s 7th annual [Shared Services & Process Improvement for Higher Education & Government](#) conference taking place November 17–19 at the Westin San Diego Hotel in San Diego, CA. This conference offers a unique opportunity to explore a future with shared services by providing networking opportunities with others in higher education and government who have already begun organizational transformation through shared services.

[Doug Utley](#) and [Courtney Jackson](#), partners at ScottMadden, will present, “Support Services Transformation – Keys to Designing a Winning Approach.” Government entities and institutions of higher education continue to experience budget pressures with the resulting need to reduce costs. Yet, some organizations seemingly are more resistant than ever to change. How do you choose the right transformation approach that yields results, but stops short of generating resistance that undermines progress? This workshop will help attendees understand and select proven approaches for transforming the way support services are provided.

[Brad DeMent](#), partner at ScottMadden, will serve as conference chair. “We look forward to supporting this conference again this year,” said Mr. DeMent. “Higher education and government leaders increasingly embrace the shared services concept as a means of improving performance while controlling costs. We are beginning to see some exciting new trends in predictive analytics, non-conventional services, and robotic process automation that continue to ‘push the envelope’ in SSO value.”

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](#)

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