

ScottMadden Releases New Three-Part Series Focused on Intelligent Automation in Today's Global Business Services

ATLANTA, GA – (November 16, 2017) – ScottMadden, Inc., a general management consulting firm, has released a three-part series focused on the evolving standard for global service delivery.

Three intelligent automation technologies are quickly being adapted to shared services solutions: Robotic Process Automation (RPA), Virtual Agents (VA), and Artificial Intelligence (AI). Regardless of your perspective, you can't ignore that they are going to fundamentally affect how global business services (GBS) organizations deliver services in the future. What is their potential impact on GBS? What steps should GBS executives take to prepare for them? Whether they represent a problem or an opportunity, it is better to face them now rather than postpone the inevitable.

This complimentary series explores [the GBS operating structure and common implementation pitfalls](#); [the inevitable rise of intelligent automation \(IA\) and its impact on service delivery](#); and [the quick adoption of IA technologies to shared services solutions and what it means for GBS organizations](#).

"Organizations investing in service centers, call centers, business process outsourcing (BPO) operations, labor arbitrage destinations, and yes, even enterprise resource planning (ERP) software should treat these as short-term vs. long-term business cases," said [Brad DeMent](#), partner at ScottMadden. "At a minimum, it's important to understand the maturity and capability of VAs, chat bots, AI software, and RPA in our future shared services and GBS operations. You don't want to be the one embarking on long, expensive projects, while your competitors roll out the same (or better) capability with advanced automation technology!"

"IA technologies are potential game changers and could impact everything from how your GBS model is designed to decisions you might make about your ERP," added [Trey Robinson](#), partner at ScottMadden. "Companies should consider developing an enterprise digital strategy now, as many of these strategic decisions have implications that could last years."

For more information on how ScottMadden can assist you in designing, implementing, or improving your GBS organization, 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 1,600 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, Corporate & Shared Services, Grid Transformation, and Rates, Regulation, & Planning. 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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