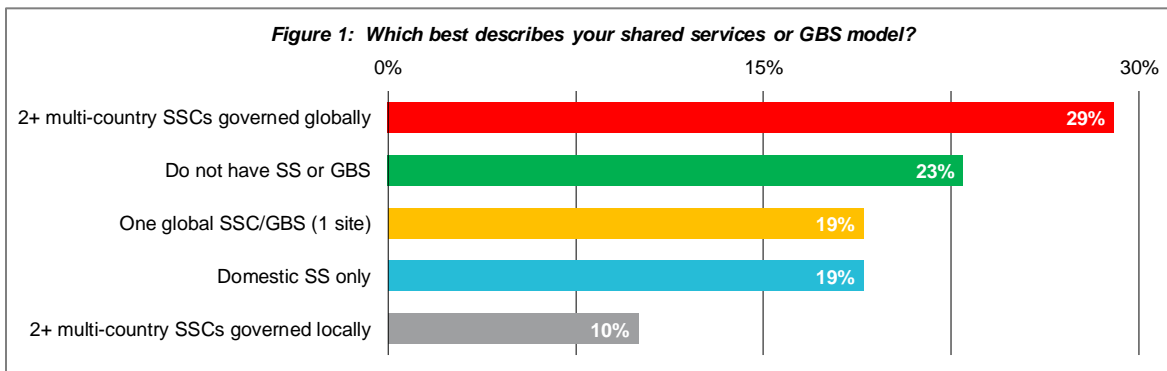


ScottMadden Survey Results: Today's Shared Services and Global Business Services Models – Where Do You Stand?

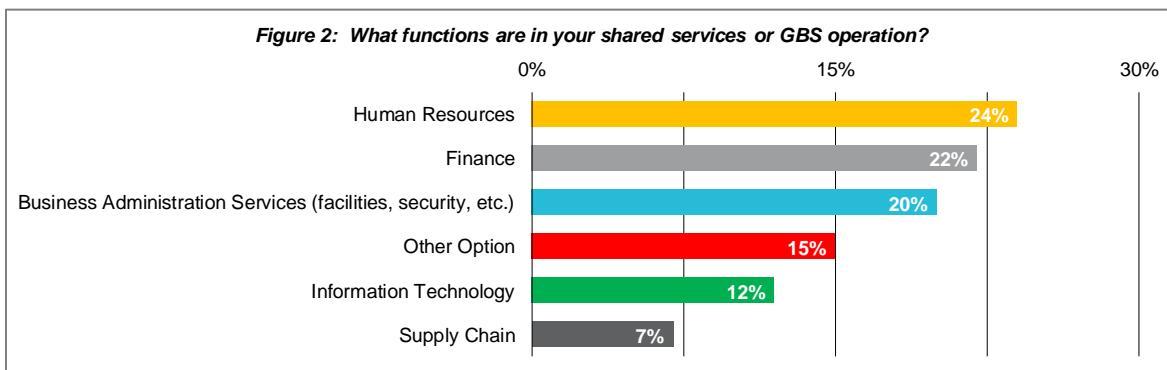


ScottMadden recently conducted a flash survey to gather opinions on shared services and global business services (GBS) models. Survey results revealed that shared services leaders are turning to global process ownership to drive process efficiencies and standardization across shared services organizations, but not at a dramatic rate.

Although GBS is a growing trend, not all companies have jumped on the bandwagon. Based on our study, 29% of respondents described their shared services or GBS model as two or more multi-country shared services centers governed globally, while 10% had two or more multi-country shared services centers governed locally. Additionally, 23% indicated they did not have shared services or GBS. These results demonstrate that many companies are either still struggling with the change and buy-in required for GBS or have determined that locally governed models are more suitable for their immediate needs.



Of those with shared services or GBS models, human resources surprisingly led the way as the most common function with 24% of survey respondents indicating they had HR in their operation. Additionally, 22% indicated they had finance functions in their operation, while 20% said they had business administrative services (i.e., facilities, security, etc.). Other functions specified included quality, logistics, marketing, lead generation, bookkeeping, data management, travel and expense, and accounts payable/indirect procurement. These data suggest that those adopting GBS are including mainstream common functions, such as finance and HR, but are expanding multi-function delivery to many new services.



As evidenced by the survey outcome summary, many organizations have adopted the concept of shared services and GBS to deliver competitive advantage through scale, cost savings, and service expansion; however, there are still diverse models with diverse service menus in place to accomplish these objectives.

At ScottMadden, we are recognized leaders in helping clients determine the right delivery model and most valuable service to begin the transition to shared services or GBS or make improvements to models that are already up and running.

To learn more about ScottMadden's view on GBS, 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 THE AUTHORS

Brad DeMent and Trey Robinson are partners at ScottMadden. Mr. DeMent is located in our Atlanta office and can be reached at bdement@scottmadden.com. Mr. Robinson is located in our Raleigh office and can be reached at treyrobinson@scottmadden.com.