

Summary

Brad DeMent is a partner and enterprise & specialized services leader at ScottMadden. He also specializes in Global Business Services (GBS) design and build with extensive experience in the Latin America region, Europe, and Asia-Pacific. With more than 26 years of domestic and international consulting experience, Brad brings extensive experience designing, improving, and merging shared services and GBS operations. Although he focuses on shared services strategy and implementation, Brad has experience identifying and applying intelligent automation solutions. Brad is a board member of the Shared Services & Outsourcing Network (SSON) and has served as the Shared Services and Outsourcing Week Conference Chairman since 2016. Prior to joining ScottMadden, he worked for Booz Allen & Hamilton where he managed defense and intelligence projects for the federal government. Brad earned a B.S. in industrial and systems engineering, with a minor in industrial/organizational psychology, from the Georgia Institute of Technology and an M.B.A., with a focus on finance, from George Washington and Marymount University, summa cum laude.

Areas of Specialization

- Finance and Accounting
- Global Business Services
- Multifunction Shared Services
- Intelligent Automation
- Location Assessment and Determination
- Shared Services Optimization

Recent Assignments

- Led team to redesign order-to-cash global processes and service model for a global parcel company
- Designed a financial shared services hub in Kuala Lumpur for a biomedical company to service APAC
- Led a team to build centers of excellence for FP&A and capital planning at a large lumber company
- Improved work-to-cash processes and technology for a large New York City-based law firm
- Designed and implemented a financial shared services center for a leading German automobile manufacturer
- Designed GBS operations in EMEA, APAC, and LATAM for one of the largest U.S. telecom providers
- Designed and implemented a purchase-to-pay shared services center for the second-largest beverage distributor in the world
- Designed a GBS operation for a door manufacturing company in the United States
- Designed a GBS operation for a U.S. manufacturing company with plans to expand to EMEA and China
- Provided design support and benchmarking for a global mining company's GBS hub in Kuala Lumpur
- Redesigned a mature multifunction GBS operation for the largest news and cable company in Argentina
- Consolidated two service centers following the merger of two of the largest pharmaceutical companies in the world; also managed an HR PeopleSoft conversion
- Integrated purchasing activities into an AP shared services operation for a large pharmaceutical company
- Designed a financial shared services center for a large news and entertainment company in the United States. Was nominated for and received an award for best shared services vendor in the United States by SSON in 2008
- Planned and project managed the consolidation of two financial shared services centers following the merger of two pulp/paper companies. Designed new organization, compensation structures, and consolidated processes
- Designed and implemented a financial shared services center for three of the four largest U.S. bedding manufacturers; one awarded best shared services in the United States by SSON in 2010
- Designed and implemented a multifunction shared services operation for the largest dairy company in Colombia; awarded best LATAM shared services by SSON in 2011
- Designed and implemented a multifunction shared services operation for a chocolate and coffee company in Manizales, Colombia
- Designed and implemented a governance structure for a mature multifunction shared services operation for the largest ceramics and building supply company in Colombia
- Designed a multifunction shared services operation for a large pharmaceutical division in Colombia, servicing Peru, Ecuador, and Venezuela