

## ScottMadden and APQC to Host Financial Shared Services Webinar: A Whole New Ballgame

**ATLANTA, GA – (March 21, 2016)** – ScottMadden, Inc., a general management consulting firm, will soon partner with the American Productivity & Quality Center (APQC), a benchmarking and best practices research organization, to host a [financial management webinar](#). The session will be held on Wednesday, March 23 from 11:00 AM–12:00 PM CDT and will highlight financial shared services organizations' (SSOs) design options.

Financial shared services have evolved from a single-function, region-specific setup to the current multiplex environment. But, what's the critical difference between successful SSOs and those that fail? It's all about having a good design.

During this one-hour complimentary session, [Brad DeMent](#) and [Trey Robinson](#), partners at ScottMadden, will provide a working understanding of:

- Questions to ask in the early stages of financial SSO planning
- Embedding sound service frameworks and governance structures
- Data analytics for predicting customer behavior and boosting service levels
- Pioneering with process robotics in the quest for perpetual efficiencies

"SSOs are evolving rapidly from regional single-function organizations focused on cost savings to global multifunction models that provide scale, deliver higher-value processes, focus on innovation, and improve customer satisfaction. Understanding the impact on design is important, whether just beginning shared services or taking your existing organization to the next level," said Mr. Robinson.

"Traditional automation as we know it will soon seem antiquated," added Mr. DeMent. "Data analytics, robotic process automation, and cognitive learning will soon converge and take financial processing and decision making to a level we have not yet encountered. How will this affect your organization?"

### About APQC

APQC is a member-based nonprofit and one of the leading proponents of benchmarking and best-practice business research. Working with more than 500 organizations worldwide in all industries, APQC focuses on providing the information they need to work smarter, faster, and with confidence. Every day we uncover the processes and practices that push organizations from good to great. For more information, please visit <http://www.apqc.org/>.

### 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 1,300 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, and Grid Transformation. 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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