

ScottMadden and APQC Host Webinar Discussing Finance and Shared Services Benchmarking Study

ATLANTA, GA – (January 26, 2017) – ScottMadden, Inc., a general management consulting firm, partnered with the American Productivity & Quality Center (APQC), a benchmarking and best practices research organization, to host a webinar discussing results from their joint Finance Shared Services Benchmarking Study. This study focuses on processes within shared services organizations (SSOs) and provides benchmarks on costs, staffing levels, and productivity measures. The study also reveals how SSOs are adopting various trends and technologies in their operations.

Mary Driscoll, APQC's senior research fellow for finance, moderated the discussion between ScottMadden's Corporate & Shared Services partners, [Brad DeMent](#) and [Trey Robinson](#). The webinar focused on the key findings from the benchmarking report and discussed trends and leading practices for Finance SSOs and Global Business Services. Participants learned about characteristics of top-performing SSOs, the adoption of advanced technologies, the benefits achieved from end-to-end process models, and differences seen with global models.

"ScottMadden's benchmarking survey is unique in the industry because it focuses on aspects of shared services that are rarely found in other surveys. We are excited to share the results of our survey and hope that participants found the information insightful as they continually advance their SSOs," says Mr. Robinson.

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 | [Twitter](#) | [Facebook](#) | [LinkedIn](#)

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