

## ScottMadden Presents Practical Solutions for Shared Services Success at Shared Services & Outsourcing Week

**ATLANTA, GA – (March 22, 2017)** – ScottMadden, Inc., a general management consulting firm, recently served as the title sponsor and presenter at SSON’s 21<sup>st</sup> Annual North American Shared Services & Outsourcing Week (SSOW). The event featured pre-conference workshops from the ScottMadden team, providing practical solutions to help practitioners establish a successful service delivery model or further improve service delivery for the next phase in their shared services journey.

During the event, Andy Flores, Courtney Jackson, and Trish Ferris, partners at ScottMadden, reviewed how to successfully establish a new shared services operation to provide value immediately back to the business. The team focused on the essential activities to plan and launch a new shared services operation, including setting the strategy, defining the opportunity, and setting up work streams to ensure all implementation resources are used most efficiently and effectively.

Additionally, Jerred Crosby, Kim Davenport, and Trey Robinson, partners at ScottMadden, examined non-traditional, next generation concepts in an interactive session focused on advancing shared services operations. The session discussed next steps for maturing shared services operations and how shared services can add value within a manageable framework, while addressing key questions and presenting strategies to add value to established shared services organizations.

“SSOW experienced a record-breaking attendance of almost 1,000 practitioners and vendors this year,” said Brad DeMent, partner and finance and accounting practice leader at ScottMadden and SSOW conference chair. “It is clear that global models and Robotic Process Automation are mainstream, and Artificial Intelligence is on the way. We think we can expect major advances (often termed “disruption”) in the next few years that make our current delivery models hard to recognize. I’m looking forward to witnessing and participating in the next technological revolution with our clients and SSON!”

For information related to our insights and laying the groundwork for shared services success, 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 1,500 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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