

ScottMadden to Present at HR Shared Services & Outsourcing Summit and Examine How to Improve HR Shared Services

ATLANTA, GA – (April 5, 2017) – ScottMadden, Inc., a general management consulting firm, will sponsor and present at SSON’s [HR Shared Services & Outsourcing \(HRSSO\) Summit](#) to be held May 15–18 at The W Chicago City Center in Chicago, IL. This event will include valuable presentations from the ScottMadden team, focused on advancing your HRSSO knowledge.

[Courtney Jackson](#) and [Trish Ferris](#), partners at ScottMadden, and Molly Donofrio, director at ScottMadden, will present a workshop entitled, “How to Understand, Engage, and Satisfy Your Internal Customer.” This session will discuss the various stakeholder groups and their interests, methods of engagement and feedback, customer satisfaction measurement, and use of metrics to provide insight into the customer experience.

What options are there for benchmarking your HR shared services organization? What are the latest HR shared services organization benchmarks? What are key lessons learned from applying benchmarks? [Karen Hilton](#) and [Jerred Crosby](#), partners at ScottMadden, will address these questions during their session, “HR Shared Services Benchmarking – Approaches, Highlights, and Lessons Learned.” The discussion will share highlights from ScottMadden’s HR Shared Services Benchmarking Study and findings from research and client engagements.

HRSS organizations can take part in this complimentary benchmarking study before April 30 by [clicking here](#). All participants will receive a detailed report on 36 metrics and all qualitative questions, which will allow practitioners to compare performance to peer group benchmarks and practices.

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

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Media contact:
Mary Tew

marytew@scottmadden.com

919-714-7628