

Summary

Patricia Ferris joined ScottMadden in 2004. Her consulting experience spans a number of areas in human capital management (HCM), including operations improvement and process redesign, service delivery model and organizational design, merger and acquisition integration, strategy development, and project management. Prior to joining ScottMadden, Trish worked in management consulting for A.T. Kearney and at The Advisory Board Company, where she conducted research and analysis and wrote tactical recommendations and implementation materials for hospital-related strategic and operational issues. Trish holds an M.B.A. from the University of North Carolina Kenan-Flagler Business School, and she received an undergraduate degree, with a double major in Arabic language and international relations, from Georgetown University.

Areas of Specialization

- Human capital management
- HR strategy and transformation
- HR technology selection and optimization
- Process improvement
- Project management

Recent Assignments

- Led the evaluation and subsequent transformation of global HR operations for a medical device company, including organization structure, service delivery, processes, and technologies. Identified a best-fit future state service delivery model that accounted for organizational complexities and company culture. Collaborated with executive leadership to prioritize recommendations and determine optimal implementation approaches and timing to accommodate resource constraints. Led the phased implementation for all key work streams, including organization design and staffing, policy harmonization and process redesign, knowledgebase content development, training, solution center operations design, communications, change management, and marketing
- Led the evaluation of and business case for a best-fit service delivery model and HRIS solution for a newly merged consumer packaged goods company. Evaluated current state service delivery and HR technology for the legacy organizations and developed future requirements. Recommendations included changes to the HR service centers, COEs, and field HR; HRIS system requirements; system evaluation; cost of implementation and ownership; implementation phasing; and risk mitigation strategies. Oversaw the service delivery model and HRIS implementation for all key work streams, including but not limited to organization design, change management, HRIS configuration and testing, customer care technology design, and training
- Led a current state assessment, future state design, and implementation road map for HR shared services for a global professional services firm. Designed a new support model and transition plan to support their varied and dispersed workforce and substantial growth targets
- Led the evaluation of and business case for an HRIS solution for a global manufacturing company. Evaluated current HR technology and developed future requirements. Recommendations included HRIS system requirements, system evaluation, cost of implementation and ownership, implementation phasing, and risk mitigation strategies
- Led the evaluation of and business case for a best-fit service delivery model and HRIS/payroll solution for a large national retailer. Evaluated current state service delivery and HR technology and developed future requirements. Recommendations included changes to the HR service center, COEs, and field HR; HRIS/payroll system requirements; system evaluation; cost of implementation and ownership; implementation phasing; and risk mitigation strategies
- Led the evaluation and selection of a global clinical research organization's HCM system and implementation partner. Redesigned processes; evaluated current HCM application, including fields, interfaces, data flows, security, and reports; developed future HCM requirements; developed HCM vendor RFQ; developed implementation partner RFP; evaluated responses; scripted and facilitated HCM vendor demonstrations; led implementation partner interviews; made HCM vendor and implementation partner recommendations; negotiated final pricing; and built business case to gain approval on recommendation from senior management
- Led the design and launch of a new domestic HR service delivery model, including a solution center, centers of expertise, and field HR for a global media company. Oversaw all key work streams, including organization design and staffing, policy harmonization and process redesign, knowledgebase content development, training, solution center operations design, communications, change management, and marketing