

## ScottMadden to Review Strategies to Manage Shared Services Transformation at the SSOW Autumn Event

**ATLANTA, GA – (September 19, 2017)** – ScottMadden, Inc., a general management consulting firm, will soon join industry leaders as a sponsor and presenter at the SSON Shared Services & Outsourcing Week (SSOW) Autumn event being held September 25–28 in Berkeley, CA. Brad DeMent, partner and finance and accounting practice leader at ScottMadden, will serve as conference chair.

During the event, Mr. DeMent and Trey Robinson, partner at ScottMadden, will present an interactive workshop to share the fundamentals of envisioning, creating, and executing a shared services center in 2018 that will still deliver value in 2028!

“Technology advancements are compelling us to take another look at the fundamental shared services concepts we have come to know over the past two decades. Come with an open mind and be prepared to rethink low cost transactional hubs in India and Latin America, outsourcing decisions, and service hubs trapped by fading constraints of language, time zone, and regional cultures,” said Mr. DeMent. “We are excited to share leading practices, trends, and new operating models with those just considering shared services, as well as those mature shared services operations that are looking for new ways to add value,” added Mr. Robinson.

Additionally, ScottMadden will join Christopher Bennett, administrator of shared services at Mosaic Life Care, to discuss their recently launched shared services model and future plans. Traditionally, shared services was implemented by large companies as a means to gain efficiencies, save costs, and improve customer service. Today, more and more mid-sized companies are designing and implementing shared services as a way to remain nimble, generate scale, and deliver a customer experience not previously possible.

“Shared services operating models enable mid-sized companies to reduce costs, scale quickly, and improve customer service while benefiting from lessons learned from larger companies and new technology advances,” said Mr. Robinson.

For information related to our insights and laying the groundwork for shared services success, please contact us at [info@scottmadden.com](mailto:info@scottmadden.com).

### **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, Grid Transformation, and Rates, Regulation, & Planning. 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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